OVERSTOCK |GOVERNMENT

How to Buy v2.0

Contents

Introduction

Welcome to Overstock Government's "How to Buy" guide. This document explains all the features that separate Overstock Government from other retail sites. Once completing this guide, you will know how to:

- Navigate the site
- Support certified businesses
- Filter environmentally preferred products
- Build your organization's hierarchy
- Invite and manage members

We hope that you find this useful and see the value that Overstock Government brings to Government procurement.

Homepage

Visit us at Overstockgovernment.com.

On the homepage you will see some brief information about the site and features we offer.

At the top right of the page, you can SIGN IN. When signing in, you will use your government email and a secure password.
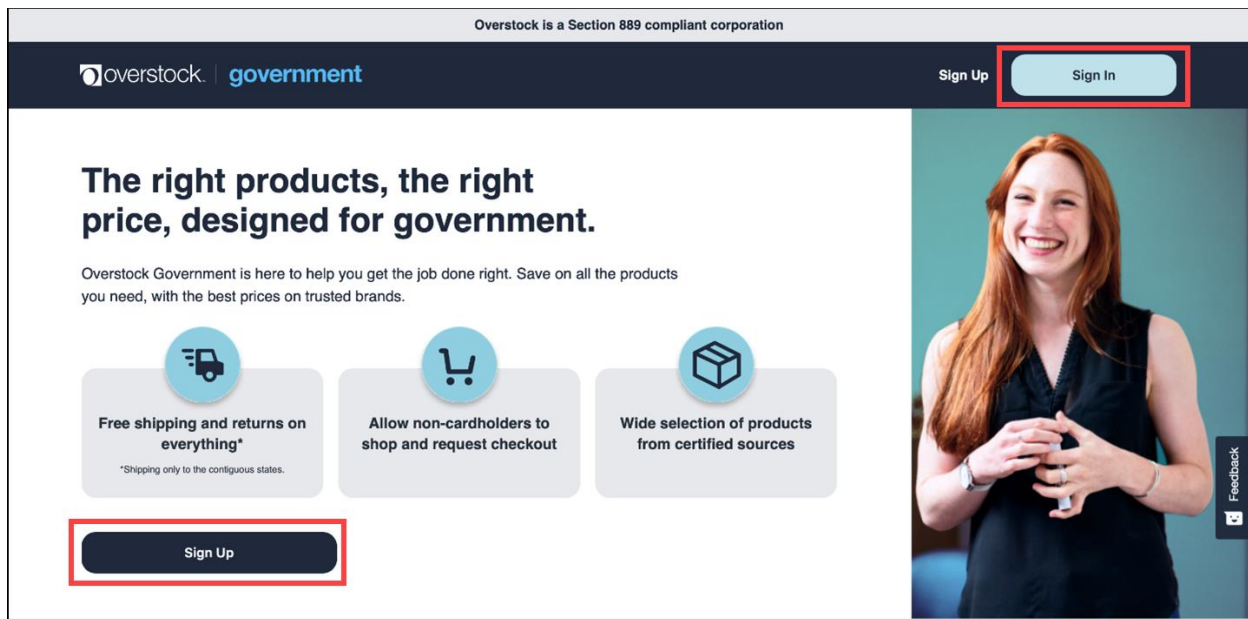
Next to SIGN IN and/or below the first three benefits displayed, you will see the option to SIGN UP. By clicking either option, the site will prompt you to enter some very basic information about you and your organization. This information will be sent to our team for review and approval.

> *Note: if you already have an Overstock.com account that uses the same government email, the site will prompt you to change your Overstock.com account email to a personal email address, as you cannot have the same email for both websites.

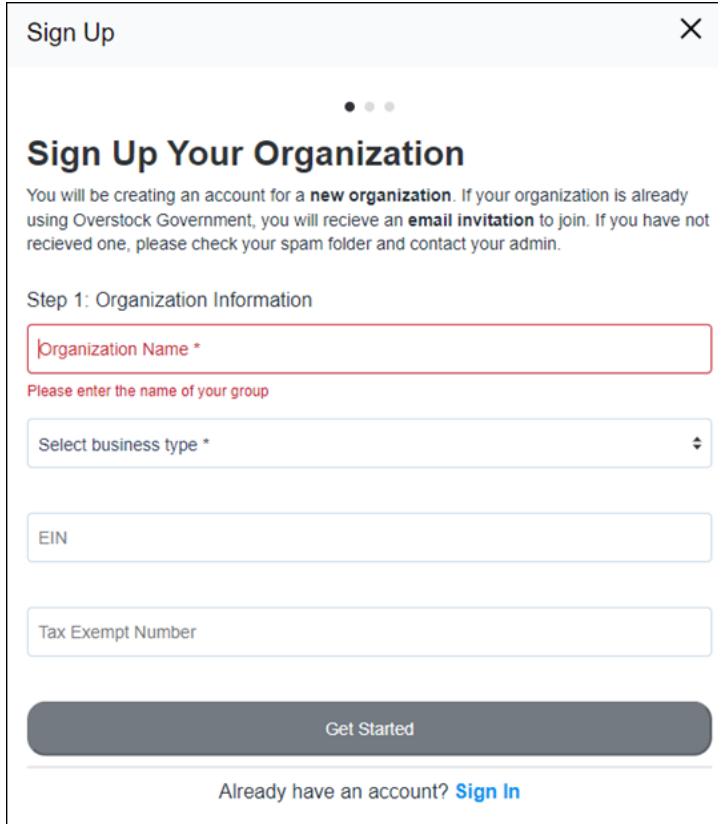At the bottom of every page throughout the site you will find contact and company information.

Our Concierge team is readily available by phone (1-866-596-5845) or email (concierge@overstockgovernment.com), Monday through Friday 9:00AM – 5:30PM Eastern Time to assist with questions, issues, or concerns.

Account Activation

When you click the SIGN UP button, a new screen will appear asking you questions about your organization. The image below reflects this pop up.

Once you have submitted your organization's information and received approval, you can log in using the email/password you provided upon application. Anyone invited into your organization after this initial setup will have a slightly different experience, which is explained further in the next section.

Once your organization is signed up and approved, invited users will receive an email with a link to activate their account by creating a password.

*Note: If you do not see this email in your inbox, check your junk or spam folder.

![Overstock government logo]

The image to the right reflects the email message you will receive. By clicking CREATE ACCOUNT, you will be prompted to create a password to activate your account. Once your password is created, you can take advantage of all the great features Overstock Government offers.
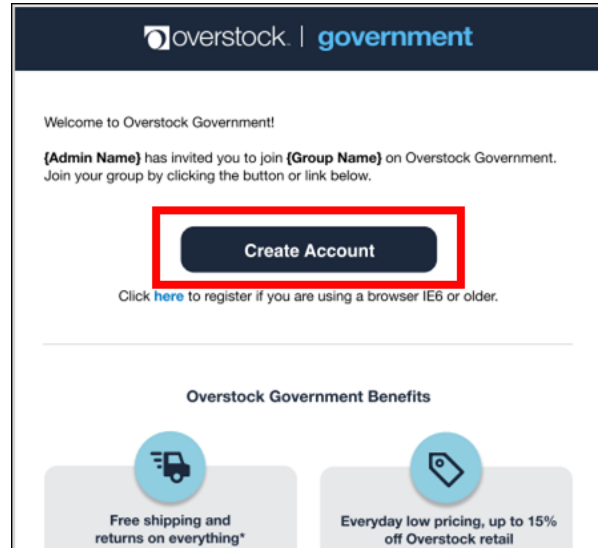
Shopping the Site

Once your account is active and you are logged into the site, you can begin shopping. Many features are the same as other online shopping experiences, except for a few exclusive features that will be addressed in this section.

If you visit the site looking for a specific item, feel free to type in your search at the top of the page; this will give you all the products in relation to the key words you provide.
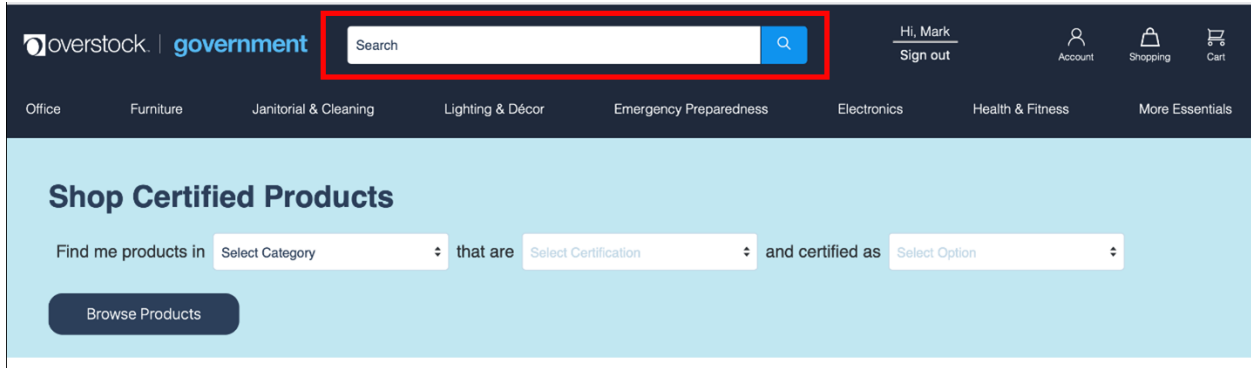
Just below the search bar and highlighted in the red box are the eight major categories that we have organized the site by. When hovering over any one of these fields, you will prompt a drop-down menu of subcategories which includes all products within that category.
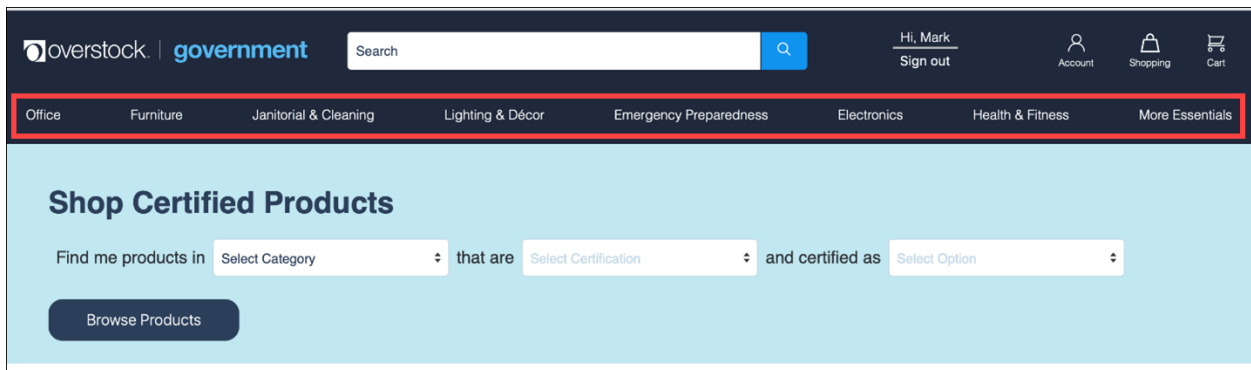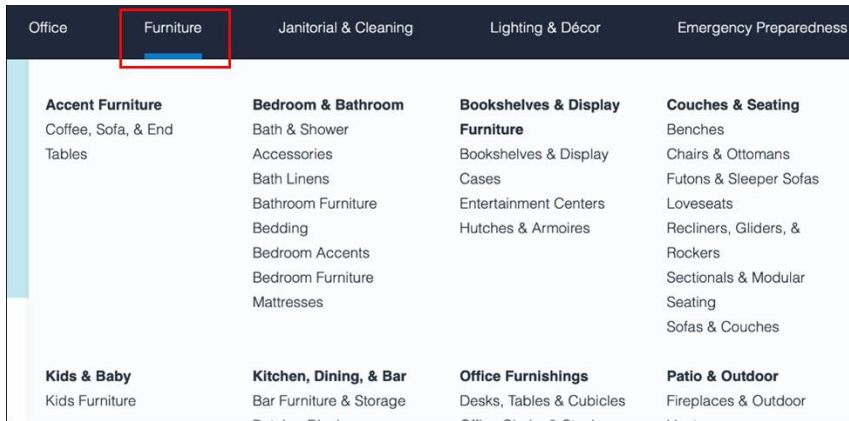
Hovering over furniture

Shop Certified Products

The next search feature shown in the image below is our SHOP CERTIFIED PRODUCTS. We pride ourselves on making it easy to support certified businesses and products when shopping. In this section, you can choose what category you are shopping, what type of certification you would like to support, and narrow it even further to a business or product specifically.
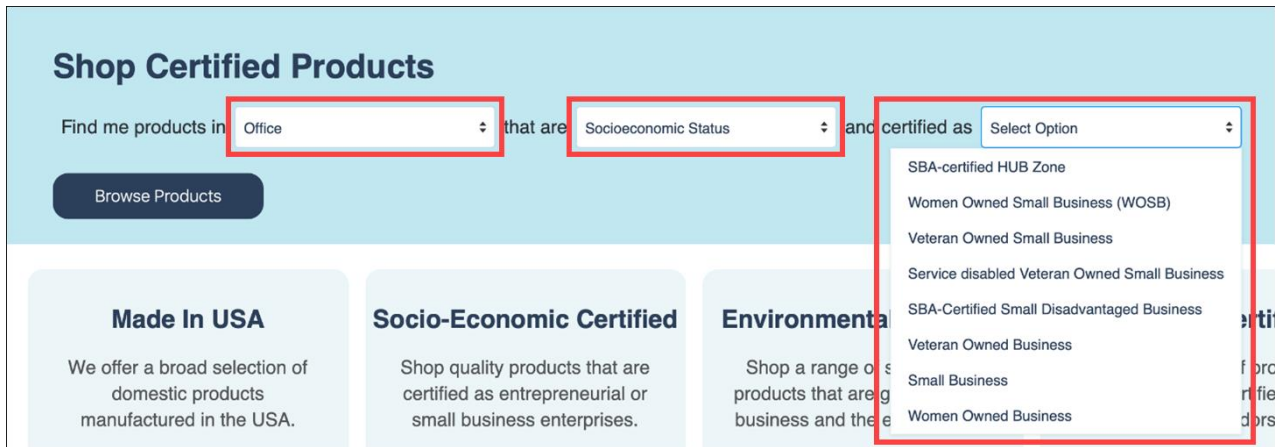
Example of searching for OFFICE related products with a SOCIOECONOMIC STATUS and certified as a SMALL BUSINESS

The next feature that will help you navigate certified products are the four quick tiles below the SHOP CERTIFIED PRODUCTS section.

Made In USA	Socio-Economic Certified	Environmental Certified	AbilityOne Certified
We offer a broad selection of domestic products manufactured in the USA.	Shop quality products that are certified as entrepreneurial or small business enterprises.	Shop a range of sustainable products that are great for your business and the environment.	Shop for a variety of products produced by certified AbilityOne vendors.
Shop	Shop	Shop	Shop

Click on any of these tiles to see all certified products within each category.

Certified Icons – Icons appear on product pages and indicate the type of certification(s) the product or supplier has. The table below indicates what they represent on Overstock Government

AbilityOne		Made in the USA	
Socioeconomic		Environmentally Preferred Products	
Small Business		Energy Star	
Women Owned		WaterSense	
Veteran Owned		CPG	

Note: Not all icons are shown in the above chart

There are also filters for each of these certifications you can use in conjunction with the search function. For example, if you are looking for an office chair, type that into the search field as shown below.
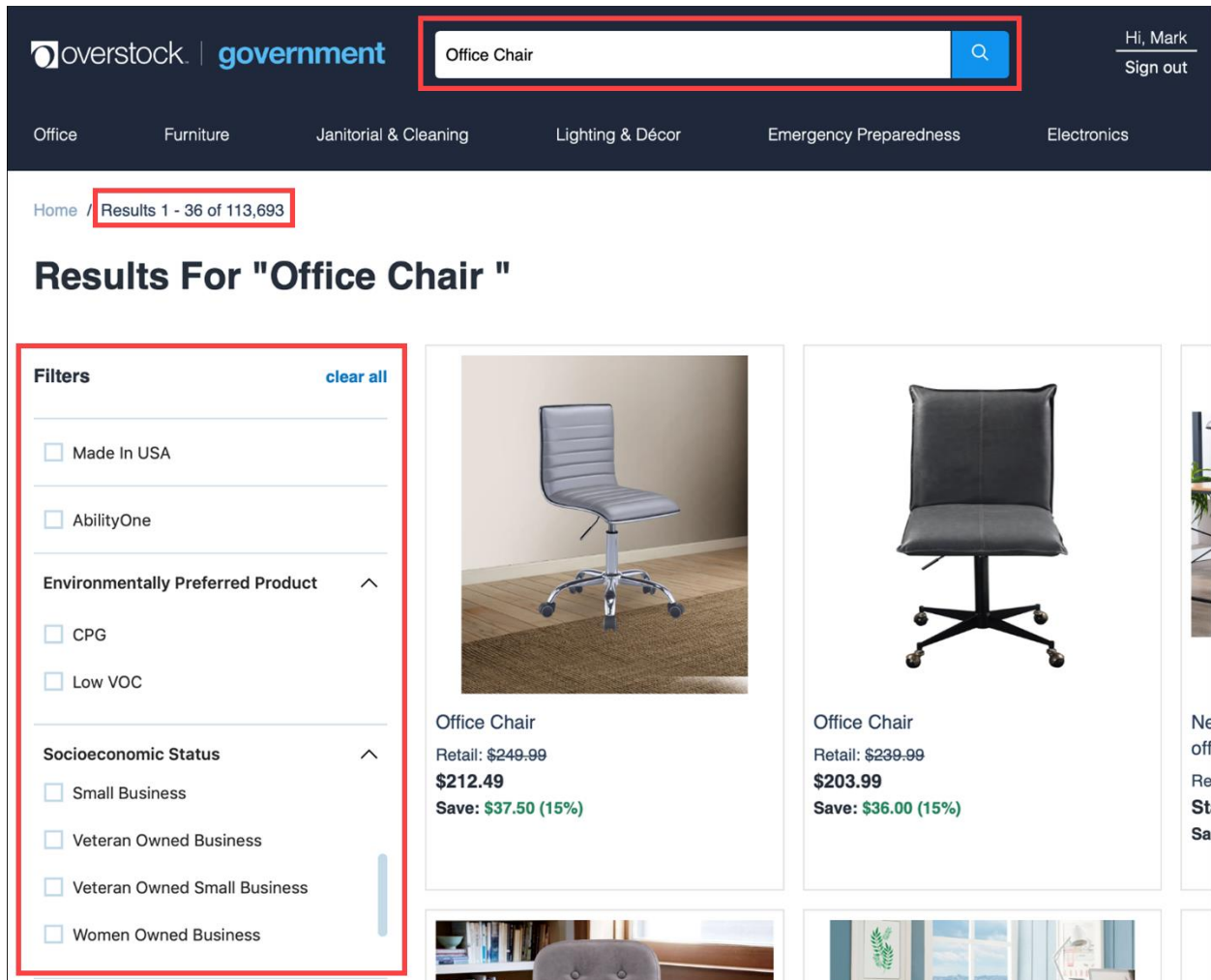
Your search returns over 100,000 office chairs to scroll through. On the left side of the page, there are filters to help narrow those results. Notice that all certified businesses and products are at the top of these filters. Quickly select which business or program you wish to support within your original search to narrow down results.

Product Page

Once you find something you are interested in, click on the product to view the product page and details.

1st Party Sold by Overstock - In this example, an Executive Chair by Bush Business Furniture has been selected.

This chair is sold and shipped by Overstock, which means that Overstock assumes all liabilities such as shipping, returns, warranties, etc. The Socioeconomic and Small Business icons are also highlighted.

The retail price is updated in real time and $380.99 comes directly from Overstock.com. In this scenario, the chair is discounted 15% for all government customers.

The shipping time is an estimate and will adjust once more details are entered.

You can also select a preferred color if the option exists, as well as change the quantity.

Office 500 High-back Executive Chair by Bush Business Furniture

brand Bush Business Furniture
sold and shipped by Overstock

Retail: $380.99
Starts at $323.84
Save: $57.15 (15%)

Shipping: Usually arrives in 3 - 6 business days

Select an Option

Quantity

1

Marketplace Seller – In this example a Foundation Breakfront Desk by WECSYS LLC has been selected. This desk is sold and shipped by WECSYS, which means that they assume all liabilities such as shipping, returns, warranties, etc.

Foundation Breakfront Desk Shell Bow Front, 72 x 42 x 29, Mahogany - 72" x 36" x 29" - Mahogany - Mahogany Finish

sold and shipped by WECSYS LLC ›

$444.41

Shipping: Usually arrives in 1 - 4 weeks

Quantity

1

Add to Cart - $444.41

If you click the company's name, a banner will appear on the right side of the page containing: company information, contact information, return policies and customer service information.

WECSYS LLC

An Overstock Marketplace Seller

The return policy of WECSYS LLC may differ from Overstock.com. Please contact the seller with questions about this product or returns.

Contact Information
Hours: 7am to 4pm

Phone: 7635041069

Email: customerservice@wecsysllc.com

Return Policy
Return Policy: 14 days 100% Satisfaction Guarantee/Return/Restocking Fee Policy Returns

Below the product images, you will find details such as: dimensions, materials, features, design, etc.

Product Details

Stay comfy through long days of work with this executive office chair from Bush Business Furniture. The seat, back, and arms are upholstered in sleek bonded leather for both style and comfort. The ergonomic design features wonderful lumbar support to keep you comfortable and keep your back in a healthy position.

Features:

- Bonded leather upholstery
- Available in tan, black, silver, or grey
- Adjustable chair height
- Adjustable tilt and tension control
- Tilt lock in upright position
- High back design
- Ergonomic lumbar support
- Supports up to 275 pounds
- 360-degree swivel base
- Dual-wheeled casters
- Meets ANSI/BIFMA standards
- 5-year manufacturer warranty
- Assembly required
- Measures 24 inches wide x 26.8 inches deep x 42.9 - 46.9 inches high

Product SKU	35646205	Commercial	Yes
Type	Desk Chairs	Socioeconomic Status	Small Business
Style	Modern & Contemporary	Material	Bonded Leather
Assembly	Assembly Required	Product Features	Rolling

Reviews - We understand the importance of reading reviews when making a purchase, so reviews from certified purchases made on Overstock.com are transferred to this website.

Similar Products - This section shows items previous shoppers have looked at or compared. There is no boosting of products and companies cannot pay to move their products to the top of this list.

Shipping and Returns - This information comes directly from the partner and varies between products to give the most accurate information.

Reviews ★★★★⯪ 11

Similar Products

Shipping and Returns

Cart

Once you have decided on the item(s) you would like to purchase, select ADD TO CART.

Foundation Breakfront Desk Shell Bow Front, 72 x 42 x 29, Mahogany - 72" x 36" x 29" - Mahogany - Mahogany Finish

sold and shipped by WECSYS LLC ›

$444.41

Shipping: Usually arrives in 1 - 4 weeks

Quantity

1
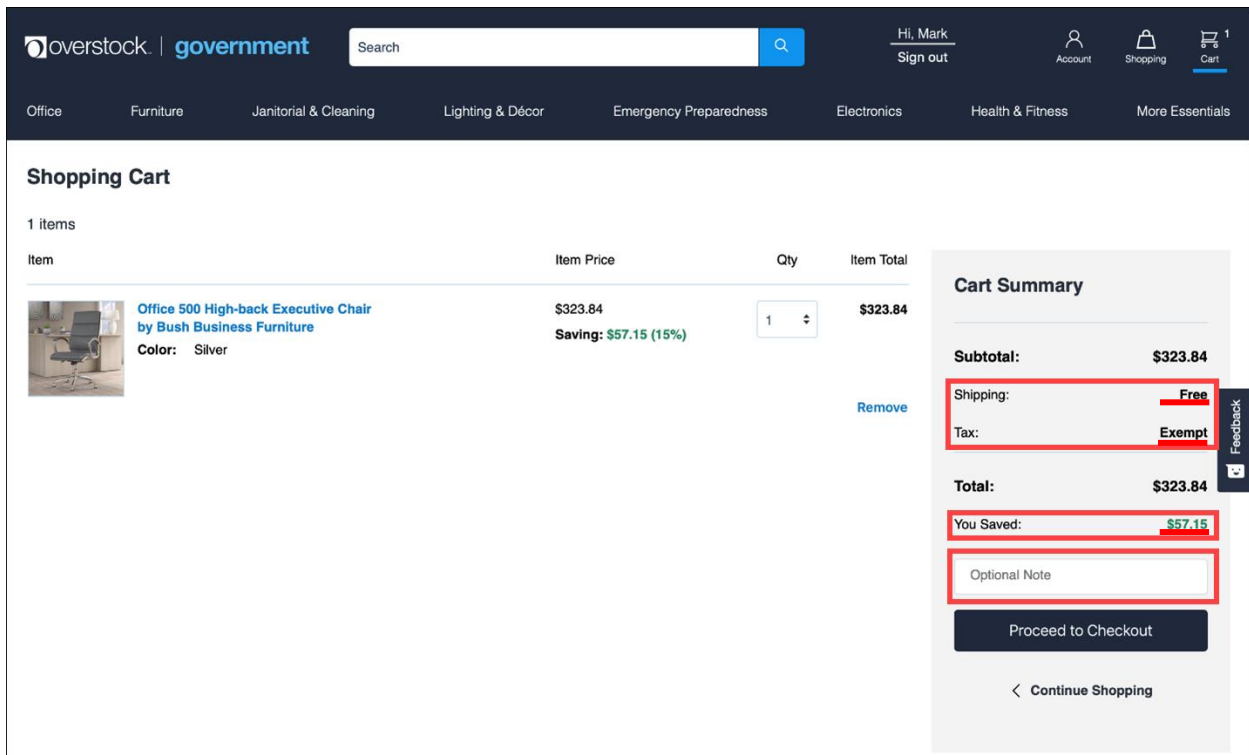
Add to Cart - $444.41

The site will prompt you to view your cart. On this page you can see that shipping is always free, tax is always exempt for Government shoppers, and your savings are totaled and displayed.

You can either proceed to checkout or continue shopping.

Shopping Cart

1 items

Item	Item Price	Qty	Item Total
Office 500 High-back Executive Chair by Bush Business Furniture Color: Silver	$323.84 Saving: $57.15 (15%)	1	$323.84

Remove

Cart Summary

Subtotal: $323.84
Shipping: Free
Tax: Exempt
Total: $323.84
You Saved: $57.15

Optional Note

Proceed to Checkout

‹ Continue Shopping

16

Checkout Page

If your cart looks good and your order is complete, click the PROCEED TO CHECKOUT button. You will be directed to the Checkout page.

The shipping address auto-populates from the information under your individual profile, and the billing address auto-populates from the information listed in your group's profile. However, both can be changed at the checkout page.

At this point you will also need to enter your credit card number. Checks and purchase orders are not currently accepted. For your protection, the site does not save any credit card information, so you will need to enter it at checkout each time.

You can scroll down to confirm the items you are checking out. Once all the information is entered and you are satisfied with the details, click the SUBMIT ORDER button to complete the order. After completing the order, you will get an order confirmation email, as well as subsequent emails updating you on the status of your order.

User Roles

Overstockgovernment.com has three different user roles:

- **Administrator** - has little to no restrictions on the site. These users manage other users within the organization, can approve purchase orders above set limits on behalf of Purchasers, and check out carts on behalf Shoppers. Top-level admins have full transparency of the entire organization.
- **Purchaser** – is a purchase card holder and can view and place their own orders only. This user cannot change settings in their account, nor can they see the other users or purchase history in the organization.
- **Shopper** – is not a purchase card holder but can build a cart to share with an administrator above them. This user cannot change any settings in their account, nor can they see other users in the organization

Administrator

Once logged in as an administrator, select ACCOUNT at the top right of the page. This will prompt you to six areas of function:

- Account
- Order History
- Business Tools
- Group/User Management
- Bulk User Invitations
- Bulk Editing

Account

MY PROFILE displays personal information, site privileges, group information, limitations, and restrictions. As an administrator, you can make any necessary changes to your account. GROUP PROFILE displays the organization's information, and you can make any necessary edits there as well.

Order History

There are two types of orders: COMPLETED ORDERS and UNPROCESSED ORDERS. The orders displayed in both sections are from users throughout the entire organization. You can filter these orders by user, group, price range, date, and order status.

Highlighted above is a view of UNPROCESSED ORDERS. As an administrator, you will be responsible for approving orders of Purchasers, in cases where they exceed their preset spending limits. Likewise, any order submitted by a Shopper will also be sent to this page, waiting to be checked out by the chosen administrator.

To open individual orders, click the carrot to the right of the status. This will allow you to see what items are in the cart, total price, and savings. From here you can either APPROVE or DENY the order.

Business Tools

Reports can be run in real time while separating the exact information you are looking for.

*** Visit YouTube for a step-by-step video tutorial – Business Tools

21

At the top of the BUSINESS TOOLS page, you can EXPORT ORDER HISTORY within a specified date range. When you click export, you will receive a separate file containing information on all orders within that date range.

Next on this page is SPEND ANALYSIS which will give you a visual on spend habits. Highlighted in three red squares, you can see your organization's YTD: total spend, total orders, and total savings. Just below that row, you can report by:

- Category - office supplies, furniture, electronics, etc.
- Vendor Credentials - AbilityOne
- Socioeconomic Status - women owned, veteran owned, small business, etc.
- Environmental Indicator - EPEAT, BioPreffered, WaterSense, etc.

The report date range can be changed to 7, 30, 60, 90, or 365 days; it can also be narrowed down to groups and/or individual users. The chart will update as you filter through the options.

Group/User Management

Create a hierarchy that works best for your organization.

> *Note: Everything described in this guide is available via self-service for administrators, but at any point our concierge team is ready to assist. For help creating a group, send your list of users to concierge@overstockgovernment.com.
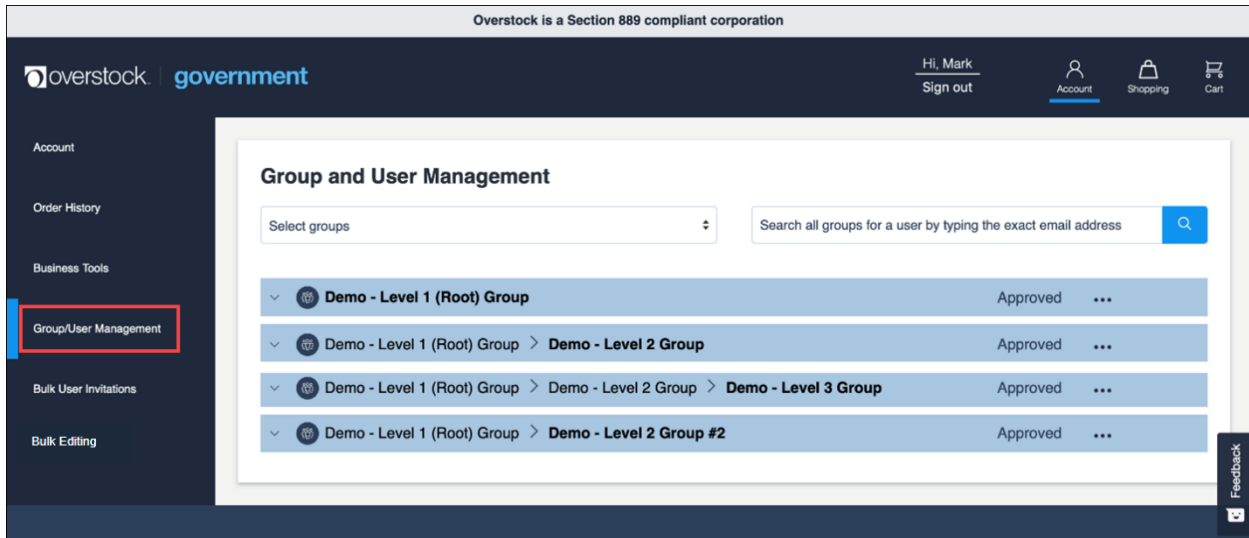
Demo – Level 1 (Root) Group - An example of this group would be the Department of Labor. Administrators in this top-level group have access to everyone below them.

Demo – Level 2 Group- An example of this group would be the Business Operations within the Department of Labor. Administrators have access to users in this group and in Demo – Level 3 Group only. They cannot see users in groups equal to or above.

Demo – Level 3 Group - An example of this would be Human Resources within the Business Operations. Administrators in this group will have access to only users within this group.

To build these groups, click the ellipses on the right side of the banner. This allows you to:

- Manage the group – name, address, and contact info.
- Delete the group
- Invite new members
- Create a subgroup – this would be Demo – Level 2 Group
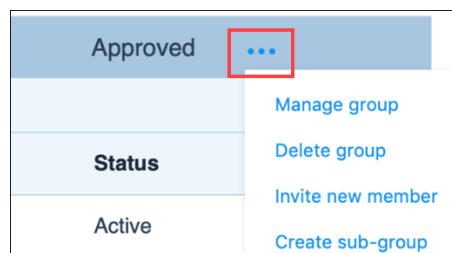
To add users to various groups, click the ellipses on the banner of the group you'd like to add the user to. INVITE NEW MEMBER will prompt you to add their email and desired access.
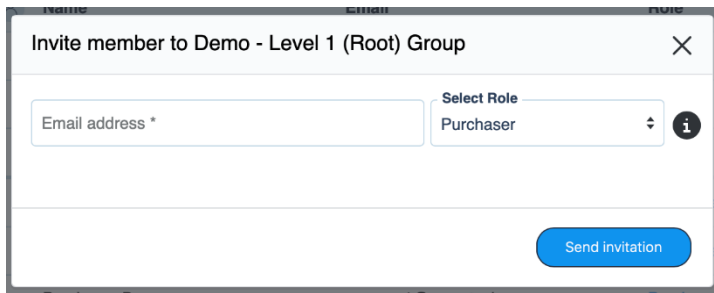
When you send the invitation, this will trigger an email link inviting this person to create a password. After entering a password, the user will now have access to the site and all benefits Overstock Government offers.

Once a user is invited to join the organization, administrators have access to edit or suspend them at any time. Click the carrot on the left side of the banner to open the group, exposing all users within it.
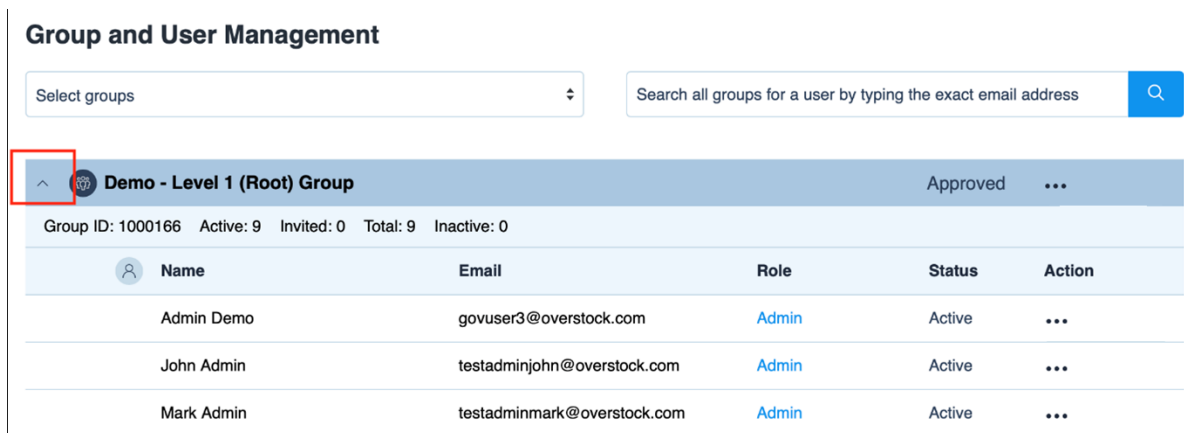
You can see the user's name, email, role, and status.

ACTIVE means the user has accepted the invite and created a password. If this has not been completed, the user status will show as INVITED.

Click the ellipses to the right of the user and then click EDIT. This will open the user's account, allowing the administrator to make changes and set limitations.
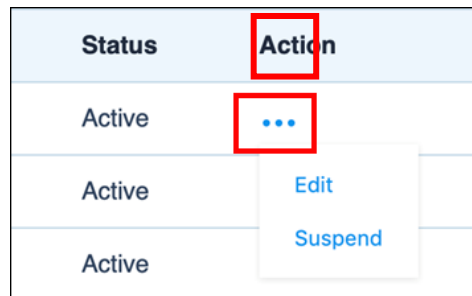
The image below shows how a purchaser's account looks to an administrator. On the right-hand side it shows the account is active. Just below that, there are options to enable Essentially The Same Shopping Restrictions and Disable Maximum Spend Limit.
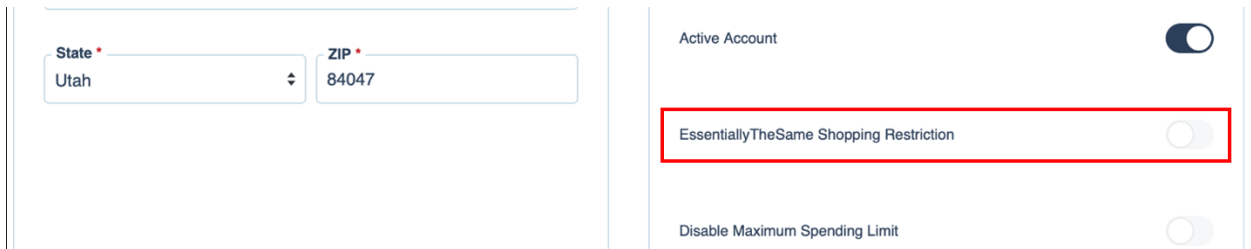
EssentiallyTheSame Shopping Restrictions – This feature promotes the AbilityOne program. By enabling this feature, a user will no longer have the option to purchase similar items sold by non- AbilityOne business. If the item of interest doesn't exist from an AbilityOne-certified business, only then will a user be able to purchase that item from another supplier.

EssentiallyTheSame Messaging – As a Purchaser or Shopper with this restriction enabled, products will not show up in your search. However, the following image shows what it looks like if that user searched for a specific items URL.
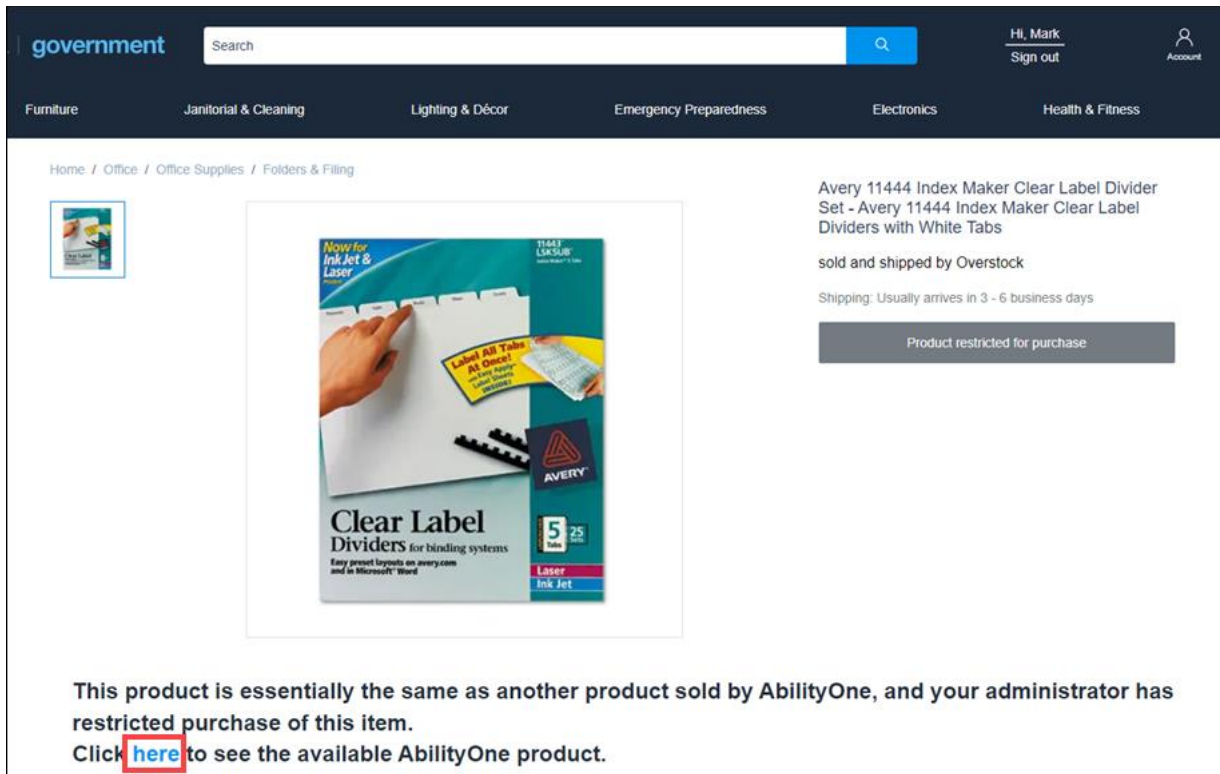
By clicking HERE in the ETS messaging (shown above), the user will be prompted to the AbilityOne product (shown below).

*** Visit YouTube for a step-by-step video tutorial – AbilityOne

Disable Maximum Spend Limit – This feature allows you to set per-transaction spending limits for users. The example below shows a $500limit for this Purchaser. Any orders that exceed this amount will be sent to the administrator for approval.

*** Visit YouTube for a step-by-step video tutorial – Spend Limits

Category Restrictions - Lastly, the image below highlights CATEGORY RESTRICTIONS. This feature allows you to block certain categories from various users within the organization. In this example, the user will not be able to purchase ELECTRONICS (ex: a computer) or HEALTH & FITNESS (ex: a medicine ball).

Resend Invite - When you send an invite to a member within your organization, they have 30 days to accept that invite before it expires.

By clicking the ellipses on the right side of the groups banner, you can resend invites to all users within that group who have not yet activated.
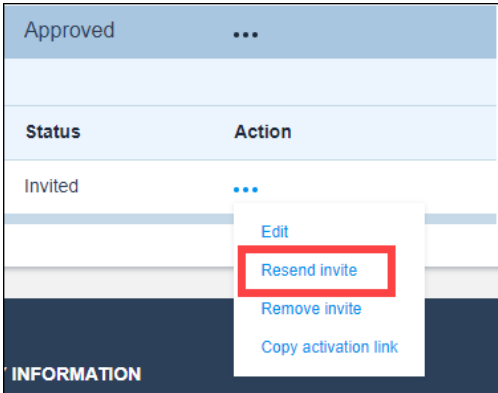
You can also resend invites to any individual who has not yet activated. Clicking on the banner of a specific group, then find the ellipses next to the individual's name, then select RESEND INVITE.

Bulk User Invitations

Enables you to upload entire groups and/or multiple users at the same time.
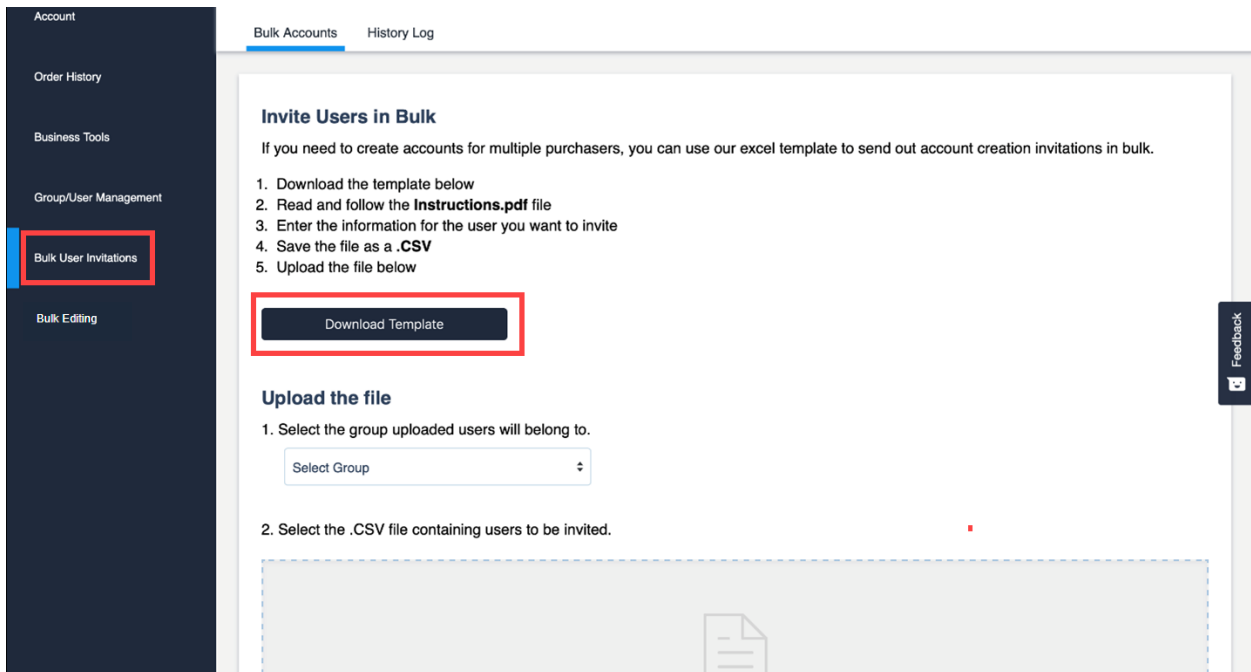
By clicking the DOWNLOAD TEMPLATE button you can find an Excel file template and more detailed instructions on how to upload groups in bulk.

*Note: You must create the group or subgroup before starting the bulk upload process.

The template will ask you for all the necessary information per user. See below for information requested. Fields with red headers are required; the remainder are optional fields and can be edited/added later.

Once this template is filled out, save your work as a .csv and upload it to the appropriate group.

Bulk Editing

Enables you to edit entire groups at once.
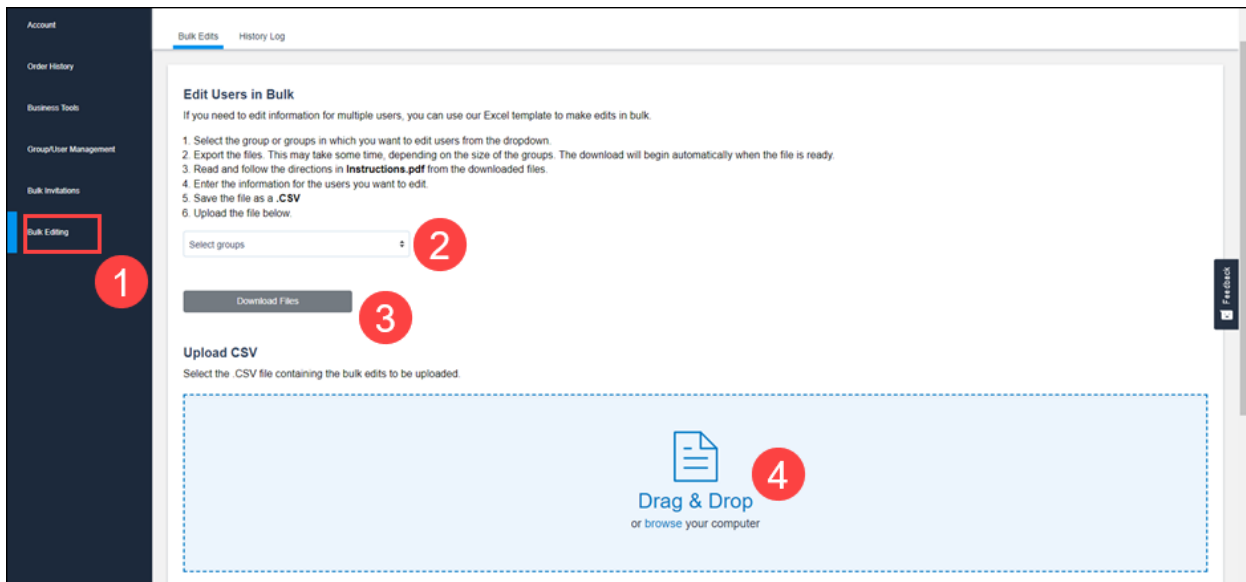
You will find step-by-step instructions on how to make edits to your group(s). You must first select what group you want to edit before the DOWNLOAD FILES button becomes available. When you click the DOWNLOAD FILES button, you will be prompted with more detailed instructions and an Excel file with everyone from the group.

Simply change any of the information in the Excel file, save it as a .csv and upload it by clicking BROWSE. You can see these changes in your GROUP/USER MANAGEMENT tab.

Order Approvals

Within each organization, there is a workflow process with administrators at the top. Whether they are at the top-level group or a subgroup, an administrator has responsibilities to those users below them. For a Purchaser, this means approving any orders that exceed the spend limits you set for Purchasers. Once the Purchaser submits an order for approval, the administrator will receive an email notification with a direct link to the order. That order can also be found in your Order History – MY UNPROCESSED ORDERS.

In your UNPROCESSED ORDERS click the carrot to the right of the order status. This will open the ORDER SUMMARY, allowing you to see what is awaiting approval. You have the option to approve or deny and leave a note for the Purchaser.

Once you have completed this step, the approval process is complete. The Purchaser will receive a similar email notification letting them know the status of their order. If approved, they can proceed to checkout. If denied, they will receive notification as well, but cannot checkout.

Checking out a Shared Cart

Administrators have a slightly different responsibility to the Shoppers under them within the organization. Since a Shopper is a user within the organization who does not have access to a purchase card, their carts are sent to an Administrator before approval and checkout.

Orders sent from Shoppers will be in CHECKOUT REQUESTED status in your UNPROCESSED ORDERS. Click the carrot to the right of the order status. This will open the order details allowing you to see that a checkout is requested. You have the option to either approve and checkout or deny and leave a note to the Shopper.

When approving a checkout request, the administrator must enter all the billing and shipping information. The shipping address can be edited to send directly to the shopper's location if different. Once the payment information has been filled out, the order can be submitted. This will finalize the shared cart experience for both Administrator and Shopper.

A notification will be sent to the Shopper alerting them that their order has been completed. They can also check on the status of the order in their order history. Both Administrator and Shopper will have the ability to track shipments.

Purchaser

Once logged in as a Purchaser, select ACCOUNT at the top right of the page. This will prompt you to three areas of function:

- Account
- Order History
- Business Tools

Account

MY PROFILE displays personal information, site privileges, group information, limits, and restrictions. As a Purchaser, you can only make changes to your personal information. You can see what restrictions are in place for your account, but you cannot make changes to them. The Group Profile displays the organization's information but you do not have access to edit this information.
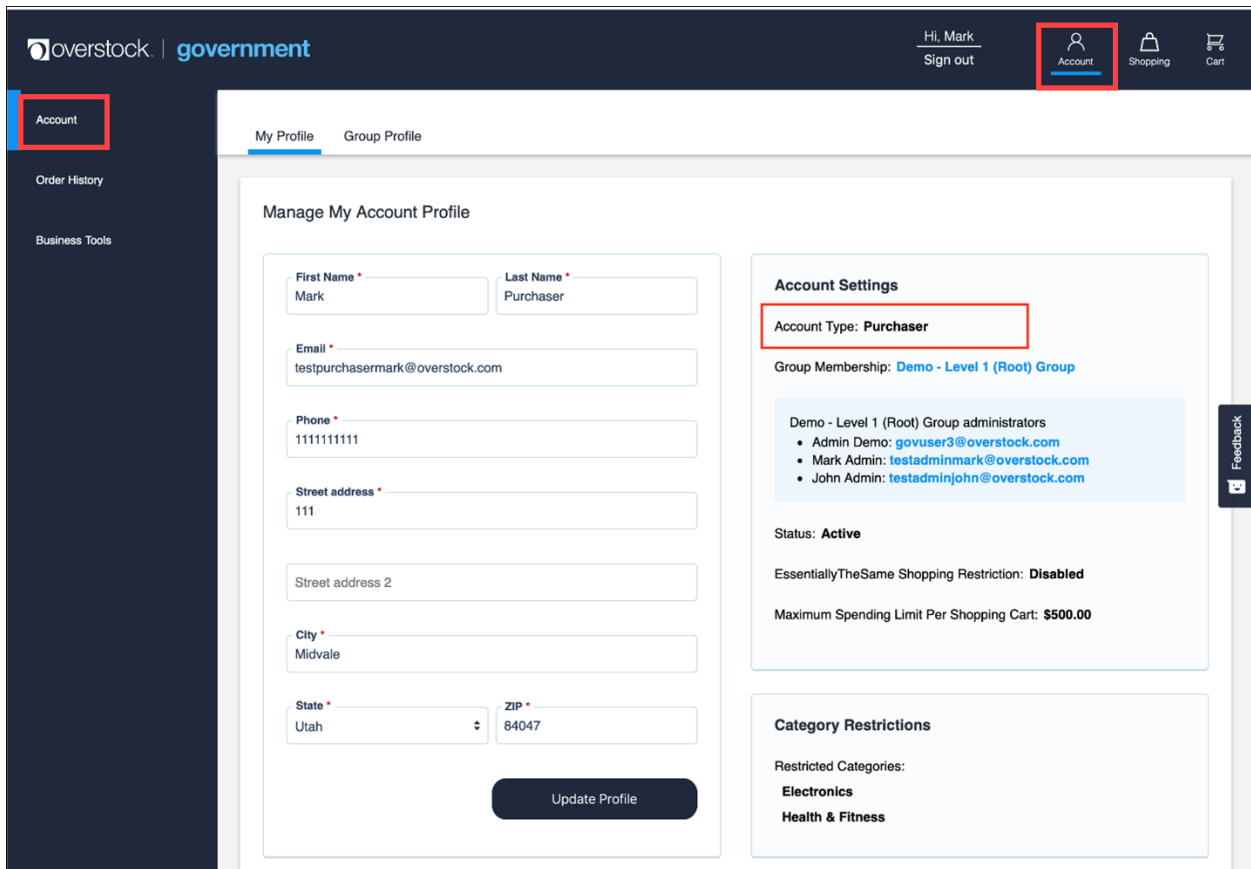
Essentially the same Shopping restriction – Disabled. $500.00 Spend Limit. Category Restrictions – Electronics and Health & Fitness

Order History

All orders can be found in this section. You can see orders that have shipped as well as orders that have not been approved or fulfilled.

Pending orders can be found in your UNPROCESSED ORDERS. Click the carrot to the right of any order to open and review the details of that order. Once approved, the option to checkout will appear. If denied by the Administrator, you will not be able to complete the checkout.

34

Business Tools

As a purchaser, you have access to real-time reporting on all your personal activities.
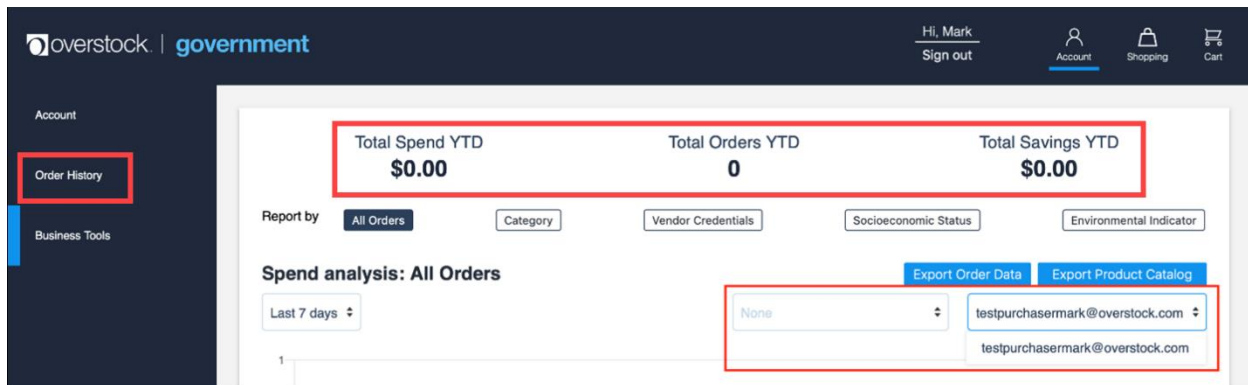
At the top of the business tools page you can see your personal YTD: total spend and total orders and savings. Just below that row, you can report by:

- Category - office supplies, furniture, electronics, etc.
- Vendor Credentials - AbilityOne
- Socioeconomic Status - women owned, veteran owned, small business, etc.
- Environmental Indicator - EPEAT, BioPrefered, WaterSense, etc.

Change the date range of your report from 7, 30, 60, 90, or 365 days. Once you have all the criteria selected, simply export that data into a spreadsheet.

Category Restrictions

The purchaser in the following example is restricted from Electronics and Health & Fitness. Therefore, those categories do not show in the browser bar below the search box.
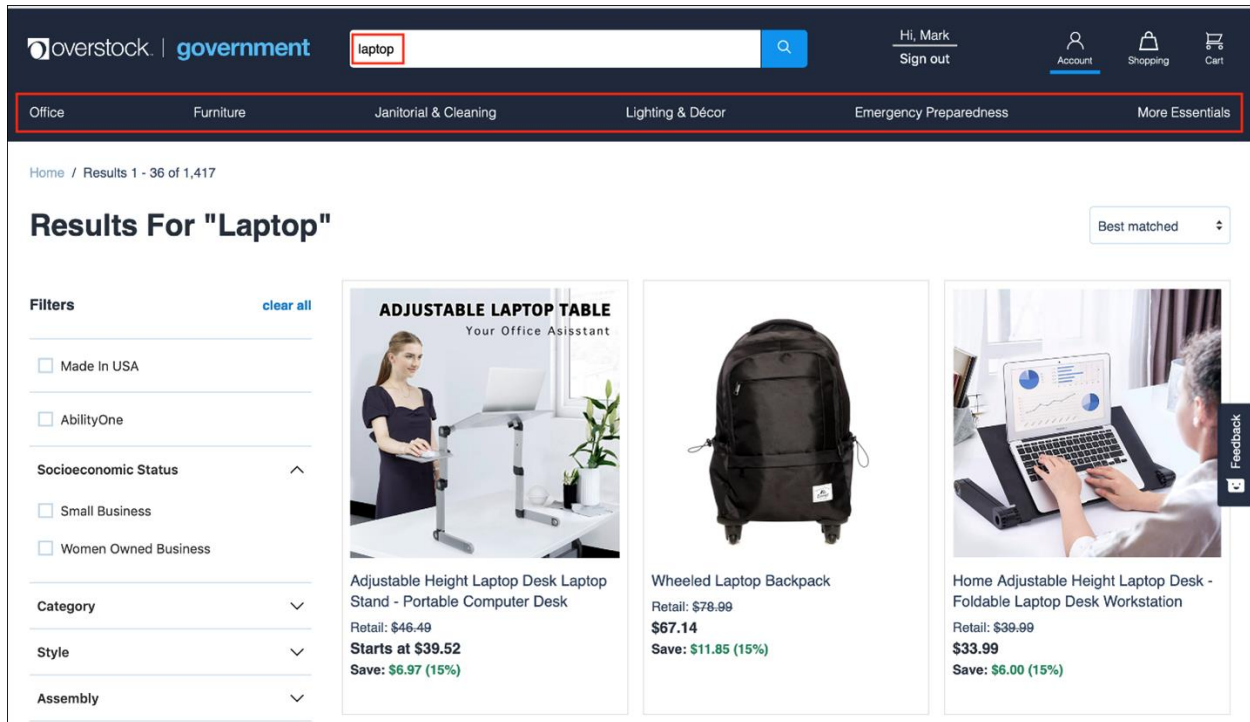
The image above shows a search for a laptop. The highlighted area shows there are only 6 categories available, as Electronics and Health & Fitness are restricted from purchase on this account. Because the restriction is in place, the only products that will appear for this search are laptop-adjacent, but not laptops themselves. This Purchaser will not be able to find any electronics on the site.

The same outcome would result from searching for products in Health & Fitness; related items that support the search will appear, but no items in the actual Health & Fitness category will be visible.

Spend Limits

The same Purchaser has a $500 spend limit.

*Note: When exceeding the spend limit, a banner appears above the cart summary notifying you that you can no longer checkout. The PROCEED TO CHECKOUT option is replaced with REQUEST APPROVAL. You have the option to add a note that will be visible to your administrator.

Shopper

Once logged in as a Shopper, select ACCOUNT at the top right of the page. This will prompt you to three areas of function:

- Account
- Order History
- Business Tools

Account

MY PROFILE displays personal information, site privileges, group information, limits, and restrictions. As a Shopper, you can only make changes to your personal information. You can see what restrictions are in place for your account, but you cannot make changes to them. The GROUP PROFILE displays the organization's information but again, you do not have access to edit this information.

Essentially the same Shopping restriction – Enabled. $0 spend limit. Category Restrictions – None

Order History

Find all your orders in this section. You can see orders that have shipped as well as orders that have been approved, denied, canceled, or have a checkout requested.

This information can be found in MY UNPROCESSED ORDERS. Click the carrot to the right of any order to open and review the details of that order. In this example, we can see that one order has been submitted to the administrator for completion and another order has been approved by the administrator, but not completed.

Shoppers have a $0 spending limit, and all orders will be submitted to an administrator for approval/checkout.

This is a look at the same order from the Administrator's unprocessed orders. The Administrator can either approve and checkout or deny the order request. Once this step is complete, the order status will change. Both Administrators and Shoppers can track the process.

Business Tools

As a Shopper, you have access to real-time reporting on all your personal activities.
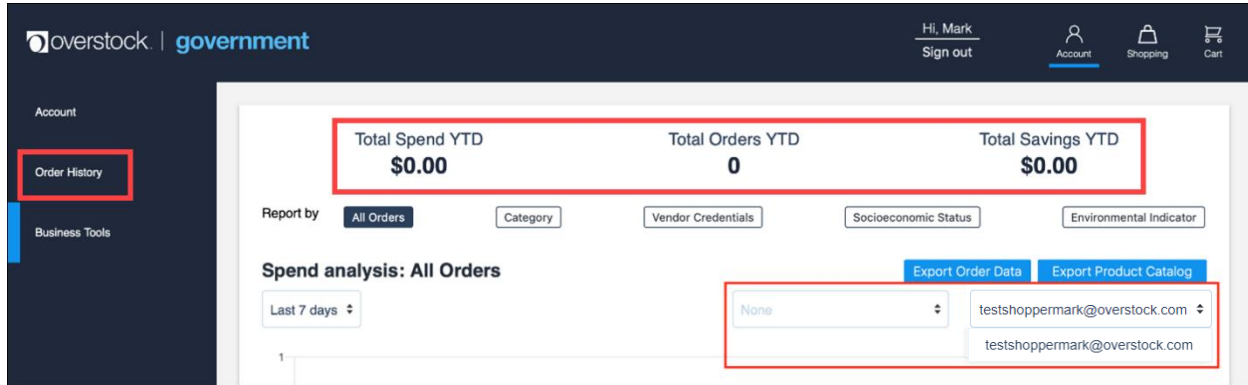
At the top of the business tools page and highlighted in three red squares, you can see your personal YTD: total spend, total orders and savings. Just below that row, you can report by:

- Category - office supplies, furniture, electronics, etc.
- Vendor Credentials - AbilityOne
- Socioeconomic Status - women owned, veteran owned, small business, etc.
- Environmental Indicator - EPEAT, BioPreffered, WaterSense, etc.

Change the date range of your report to 7, 30, 60, 90, or 365 days. Once you have all the criteria selected, simply export the data into a spreadsheet.

Shopping Experience

As a Shopper, you are limited to creating carts without the ability to checkout. As you build your cart, choose any of the Administrators within your organization to send it to for completion.

*** Visit YouTube for a step-by-step video tutorial – Shared Cart
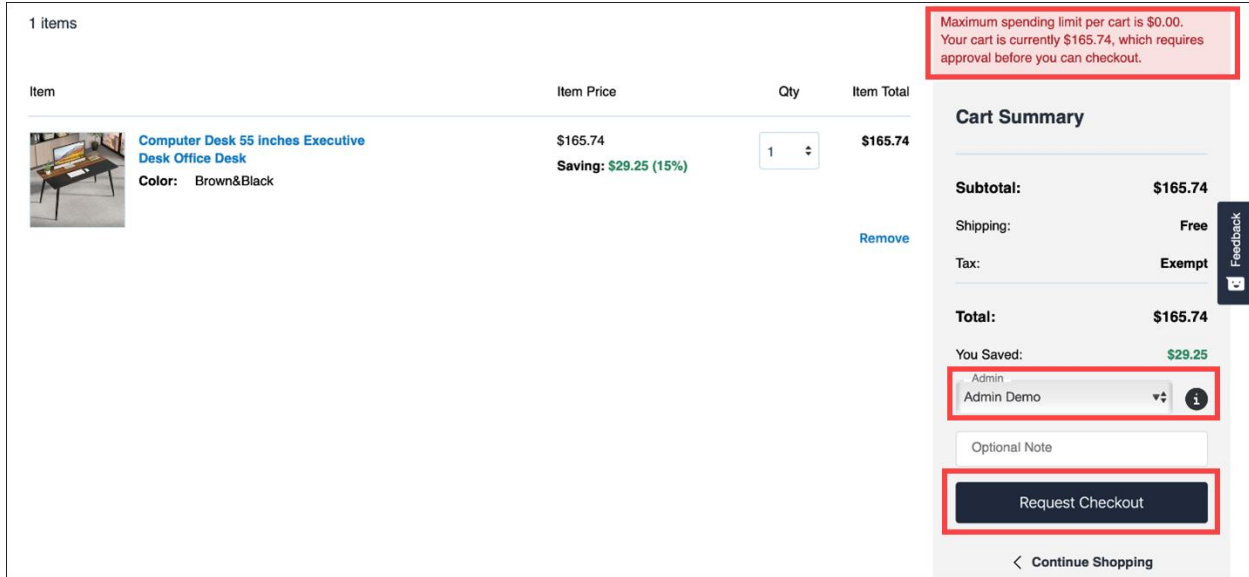
The above image shows what it looks like once you have an item in your cart and are ready to proceed with the order. The red banner above the cart summary describes your limitations. Notice there is no option to checkout, only REQUEST CHECKOUT. Just above the highlighted REQUEST CHECKOUT button, you can see a drop down menu containing the administrators in your organization.

Once you have selected an administrator and clicked REQUEST CHECKOUT, the selected Administrator will receive an email alert (shown on the next page) as well as be able to find that request in their unprocessed orders.
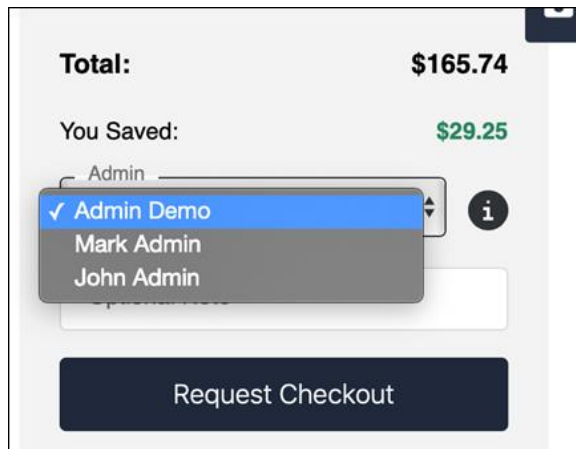
The REQUEST SENT flag (image below) will appear once you complete the Shopper process.
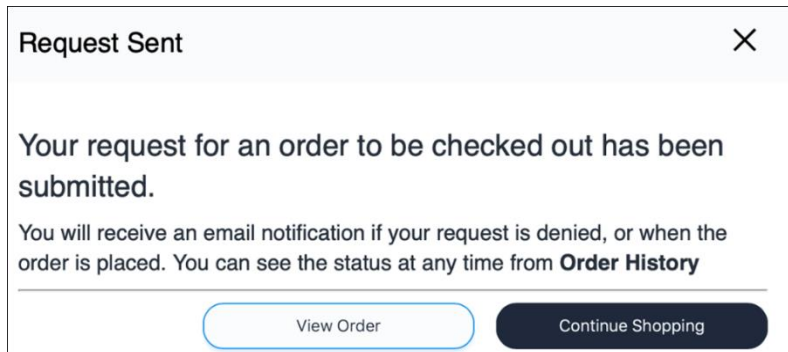
You have the option to view the order which will show a status of Checkout Requested or Continue Shopping. Currently, the Shopper has no more responsibility, and the Administrator needs to move the order forward.

Providing Feedback

We love hearing from you! Your thoughts on what you like or what we could work on are greatly appreciated. We have a user-friendly feedback feature that allows all users to provide feedback from anywhere on the site.

On the right side of any page, you will find the FEEDBACK tab.
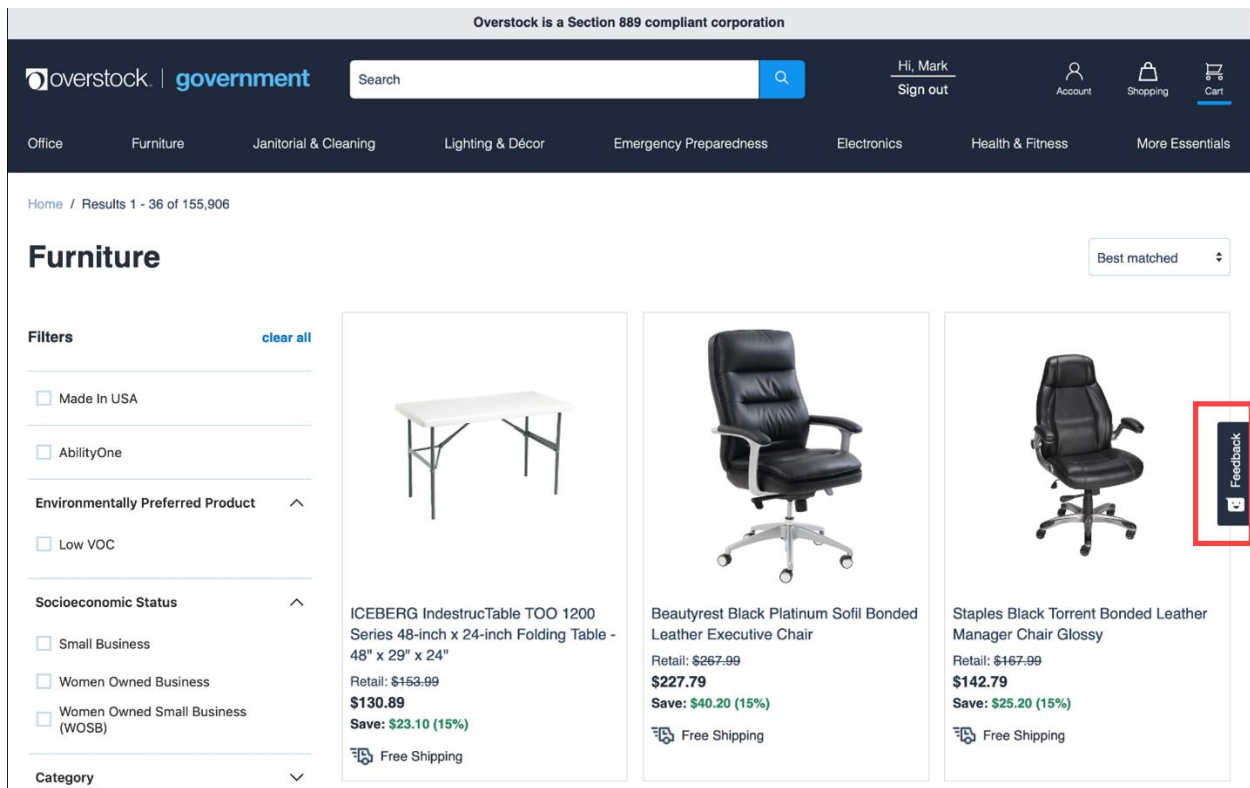
If you click on the FEEDBACK tab, you can rate your experience and elaborate further if you wish.

43
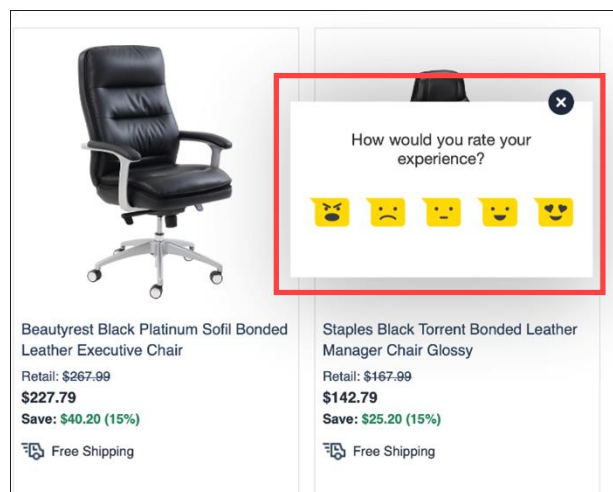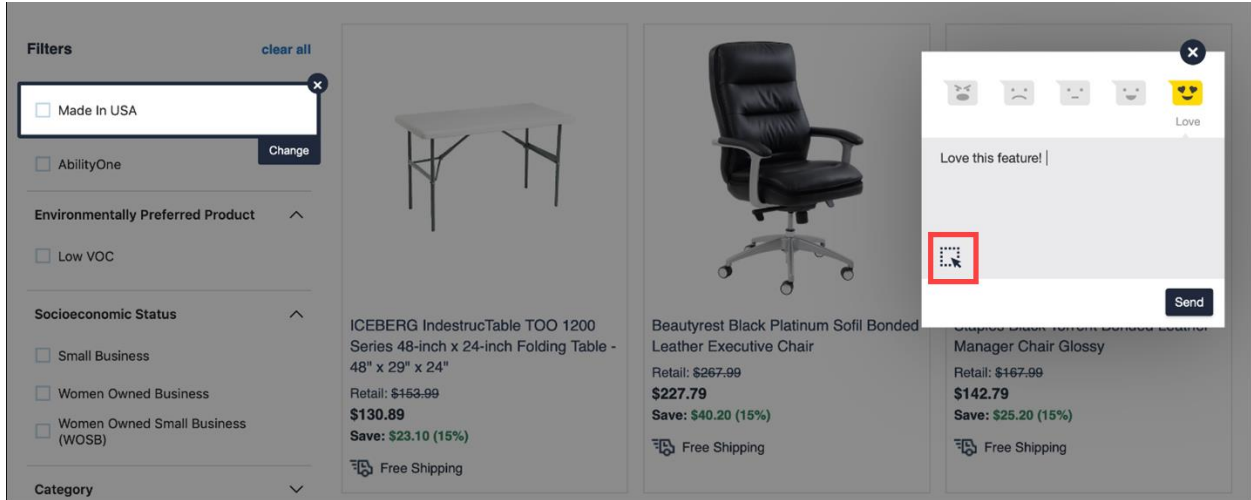
Simply type in a note or click on the dotted square with arrow (highlighted above) to specify your feedback. This allows you to point out any area on the page that you are referencing in your feedback. In this example, the feedback is being left for the Made in USA feature.

About Overstock

Overstock.com was founded in 1999 in Utah as a closeout retailer. We quickly evolved away from being a closeout retailer to providing high-quality inline products. Today we are one of Utah's largest tech companies and online retailers. Overstock Government was born in 2020 after being awarded a contract for the General Services Administration's Commercial Platforms Pilot Program. As only one of only three companies to win this contract, Overstock created a team and a website from the ground up. Utah has also awarded Overstock Government with a State contract for office and school supplies.

Starting with one million products, Overstock Government has added over 4 million products in their first year, and has thousands of partners on site. The team continues to add products, partner with great suppliers, and build specific features to make the shopping experience positive and more successful.

To learn more about who Overstock is and our history, check out the links below:

About Overstock - https://www.overstock.com/about

Our Diversity Commitment - https://help.overstock.com/help/s/article/We-Must-Do-Better

Overstock's Accessibility Policy - https://www.overstock.com/accessibility

Supply Chain & Security

We require that our suppliers maintain high moral and ethical standards in producing and transporting products offered for sale on our websites, including the obligation to avoid all forms of forced or compulsory labor or other abusive labor practices. For more information, please see our Supply Chain Transparency information here - https://www.overstock.com/supply-chain-transparency.

You can also review our Privacy & Security policies here - https://www.overstockgovernment.com/privacy-policy, and the

Supplier Vetting

We love to work with the best partners and invite anyone who sells their products online to fill out our Request to Sell form. It only takes a couple of minutes, and you can find the link at the bottom of any page on Overstockgovernment.com or by visiting www.overstock.com/partner.

Prohibited Products & Terms

Overstock Government is 889 compliant. Section 889 of the 2019 National Defense Authorization Act (NDAA) prohibits US federal government agencies, contractors, and grant and loan recipients from procuring or using certain covered telecommunications equipment and services as described in the statute.

Anti-counterfeit

Overstock's mission is to be a trusted e-commerce site for customers to find just what they want for less. As part of that mission, Partners and Sellers are responsible to ensure that only authentic and legal products are obtained, listed for sale/sold and fulfilled. In sourcing and selling on Overstock, you, our Partners and Sellers, agree that the following is strictly prohibited and not allowed on Overstock:

- Counterfeit or inauthentic products
- Products that infringe on another party's intellectual property rights
- Products that are illegally copied, replicated, reproduced, or manufactured
- Products that are not legal for sale
- Products that mislead customers in any way

This policy requires that you:

- Provide Overstock records and/or invoices, upon request, confirming the authenticity of your products, or the authorization to list them for sale. Documentation may be sanitized to have pricing information removed, but it may not be edited or changed in any other way.
- Not list an item if you are unsure if the product is authentic, legal, or otherwise prohibited by Overstock.
- Promptly assist in any investigation of reported counterfeit or inauthentic products as reported by, but not limited to manufacturers, content owners, rights holders, and customers.

Engaging in activities that contradict our mission or fail to comply with this, or any other Overstock policy, could result in your products being removed from our site, payment being withheld, account termination, and/or loss of future selling privileges. Overstock reserves the right to take necessary legal action against parties who violate this policy or do detrimental harm to our customers, including reporting violations to law enforcement and government agencies. Overstock reserves the right to revise our policies at any time and without notice.

FAQ

Are there geographic restrictions on where I can ship my order? Currently, Overstock Government only ships to the contiguous 48 states.

Are returns free and how do I process a label? Yes, all returns are free, even on LTL shipments. Contact our concierge team to get a return label emailed to you.

Can I have an account on both Overstockgovernment.com and Overstock.com? Yes, we welcome the use of both sites, but you need one email per account. We would require the use of your government email on the Overstockgovernment.com account and your personal email on the Overstock.com account.

I get a white page error when trying to place an order: This generally means that you do not have your address filled out in your account. Make sure that you have the correct billing and shipping information completed in your profile.

Will I get shipping and tracking notifications after placing my order? No. That information will be updated in real time in your account, but an email will not be sent to you.

How long will it take to see my refund? Refunds can take 6-10 business days once completed and can only be seen on your statement. It will not reflect in your overstockgovernment.com account.

I have not received my order. What should I do? If you have not received your order, check your account for any updates on the tracking or contact our concierge team.

How can I print my invoice? Invoices can be printed from your account or from the email confirmation you received after placing the order. You can find them under your Completed Orders in Order History.

Do I need to upload Tax Exemption Numbers for all users within my organization? No. If we have the organization's exemption number under the main group, everyone else in subgroups will qualify under that number.

Can I change the shipping address after my order is completed? We cannot cancel an order or change the address once an order is placed. Please contact the concierge team for help with any orders.

I can't log into my account after having access to it previously. If you are unable to log in after previously having the ability, you can either reset your password by using the Forgot Password link on the sign in tab, or clear cache and cookies and try your password again.

How quickly will I receive my order? All standard shipping items will arrive between 3 to 6 business days from your order date. Large items or oversized deliveries can take 1 to 4 weeks

for delivery. The shipping timeframe for your item is displayed on the product page under Shipping and Returns.

How are items delivered? Small parcel items are delivered via any standard ground carrier such as UPS, FedEx, or USPS. You are not able to pick a carrier of your choice.

Oversized items will be delivered via a freight carrier. When the item arrives in your area, the carrier will contact you regarding the delivery date and time.

Can I expedite an order? We do not offer expedited shipping on orders currently. The order will be delivered within the timeframe specified on the product page.

How do I contact Overstock Government? Please reach out to our concierge team by emailing concierge@overstockgovernment.com, or calling 1-866-596-5845 (M-F 9:00am-5:30pm ET).

You can also reach us on LinkedIn or YouTube