

For each topic, please reference the “Support Tool” column first. If the inquiry still has no resolution, contact the recommended team listed under “Supporting Resource”.


























Support Hours: Monday-Saturday, 9 a.m. to 5 p.m., EST

1-877-627-1627

Chat

Web Form

QUALITY ASSURANCE				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
Submitting Product Quality Complaints to OCS	OCS Wholesale Licensed Retailer’s Handbook	OCS Customer Care	 	
RETURNS				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
Product Return Policy	OCS Wholesale Licensed Retailer’s Handbook	OCS Customer Care	 	
Return Credits	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer’s Handbook OCS B2B Portal OCS B2B Portal Guide 	OCS Customer Care		
Damages or Shipping Errors	OCS Wholesale Licensed Retailer’s Handbook	OCS Customer Care		
PRODUCT RECALLS				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
<ul style="list-style-type: none"> General Information Licensed Retailer Responsibilities 	OCS Wholesale Licensed Retailer’s Handbook	OCS Customer Care	 	
SHIPPING & RECEIVING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
<ul style="list-style-type: none"> General Information Cost of Delivery Delivery Windows Timing of Deliveries Accepting Deliveries 	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer’s Handbook OCS B2B Portal OCS B2B Portal Guide 	OCS Customer Care	 	

Return Shipping	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		
PAYMENTS & PROCESSING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide 	OCS Customer Care	 	
B2B PORTAL				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
<ul style="list-style-type: none"> General Information Account Set Up 	OCS B2B Portal Guide	OCS Customer Care	 	
Ordering Products	OCS B2B Portal Guide	OCS Customer Care		
Account Maintenance	OCS B2B Portal Guide	OCS Customer Care		
PRODUCTS & PURCHASING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Relationship Manager		
Products from OCS	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal 	OCS Customer Relationship Manager		
Wholesale Pricing	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal 	OCS Customer Relationship Manager		
Making Purchases	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide 	OCS Customer Relationship Manager		
<ul style="list-style-type: none"> How to Place an Order Confirming an Order Emergency Orders 	<ul style="list-style-type: none"> OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide 	OCS Customer Care	 	
Insurance Requirements	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		