

THE MONARCH ADVANTAGE

- We feel that we have many advantages over our competitors which make us the best choice for our customers. Below are just some of the services we provide, services that make us unique in our industry.
- **LOCAL REPRESENTATION**
Our 50,000 square foot warehouse, customer service team and showroom are all located at 1835 Provincial Rd. in Windsor. This allows us to have contact with all departments every day and helps to ensure speed and flexibility when dealing with our clients. It also allows us to offer our customers free next-day delivery with no minimum order size.
- **LOCALLY OWNED BUSINESS**
Monarch Basics is not an American-owned large corporation. We are a locally-owned family business that treats all of its accounts as if we are a part of the same family. Each and every customer is a valued member of our team and we believe that our local focus is what keeps us in tune with our customers' needs.
- **FREE DELIVERY**
We offer free next-day delivery with no minimum order size, as well as free same-day emergency service. With the largest office products warehouse in Southwestern Ontario, we have over 20,000 items in stock for immediate delivery.
- **OUR OWN VEHICLES AND DRIVERS**
We don't use a third-party delivery service. Our vehicles are clearly marked and our delivery personnel are trained in customer service to accommodate our clients' needs.
- **DELIVERY TO DESIGNATED LOCATIONS - DESK-TOP DELIVERY**
For your convenience, our drivers will deliver your order wherever it is needed (upstairs, downstairs, main floor).
- **ON-LINE ORDERING**
Shop when it's convenient for you. Our on-line ordering site boasts features such as a quick order form, the ability to view your account history and the option to create favourites lists of your most frequently ordered items.
- **CUSTOMER SERVICE TEAM**
Our experienced customer service representatives answer the phone when you call. They are here to help you with general inquiries and to assist you with product selections by recommending the solution that's right for you, at the right price.

- **BREAKROOM/FACILITIES**

We're your one-stop source for everything you need in every area of your business, including breakroom, janitorial, PPE, health & safety, shipping, warehouse and industrial supplies.

- **YOUR FURNITURE EXPERTS**

Whether it's a new chair or a new office, our experienced furniture staff has the knowledge and training to recommend the best option for your needs. Our designers can plan a space that meets all your requirements, both ergonomically and aesthetically, and at a price that fits your budget.

- **ENVIRONMENTAL COMMITMENT**

We offer more than 1500 Environmentally Preferred Products. Look for the EPP symbol throughout our catalogue.