

Frequently Asked Questions

Is there a shipping charge?

All standard purchases through Tech Depot offer free ground shipping. If there is a need for express delivery, there will be an additional cost for delivery.

What are our discounts?

Our pricing is determined by the US Communities contract. This is a national contract UW has leveraged to reduce IT product costs. In addition, there are no freight charges associated with a standard order.

How do I place an order with Tech Depot?

Tech Depot purchases can be made through the UW eProcurement website. For help with eProcurement, please contact the eProcurement help desk @ 206-685-3558 or eprocure@u.washington.edu.

Why did I not receive my order?

All orders must have your location with room number entered into eProcurement. Orders can be tracked through the order history link on the website. On occasions items will be backordered and can be researched through the order tracking feature.

In need of Tech Depot assistance?

For assistance in locating an item, processing an order or return please email Art Largay alargay@techdepot.com or call 800-254-3858.

How do I return an item?

Returns can be completed by calling Art Largay at [800-254-3858](tel:800-254-3858). Please have your UW order number (example EP123456) or your nine digit Tech Depot order number ready before you call.

How long will it take to receive my order?

Tech Depot orders typically take 3-5 business days for delivery. Tracking information is available through the order history tool bar.

Who are the UW's local contacts for Tech Depot?

Art Largay, Tech Depot Account Manager –

alargay@techdepot.com 800-254-3858

Jeff Smith, Tech Depot Business Development Manager –

jsmith@techdepot.com 408-591-7872

Who are the UW's internal contacts?

eProcurement Help Desk – 206-685-3558

Kevin Campbell – kjcam1@u.washington.edu

Liza Plotkin – lplotkin@u.washington.edu

Joe Kerchen – jkerchen@u.washington.edu

Laurie Hunt – lahunt@u.washington.edu