



## Website

- **How do I log in?**
  - Enter your email address and use the 1-time password of **v3co**. *Be sure to change your password under "My Account" once you are logged in.*
- **How do I reset/change my password?**
  - There will be a click to reset on the login screen if you need to reset your password.
- **How do I check my balance?**
  - Balance can be viewed on the Account section once employee logs in.

## Ordering

- **Can I get a sample before purchase (to try on)?**
  - Sample Policy is as follows:

All samples will be billed at time of order. You will have 20 days to return the product and receive a FULL refund (excluding shipping and handling). If the product is not returned by the 20th day, a refund will not be applied.
  - If you have additional questions on samples, please contact Sara Mann, Senior Sales Executive from Stran Promotional Solutions at [smann@stran.com](mailto:smann@stran.com).
- **Where can I put a logo?**
  - Logos are available on left or right chest, left or right sleeve, yoke back and hat front.
- **Do I have to have to put a logo on the order?**
  - All garments must be embroidered.
- **Is there a limit to how many logos can go on the piece?**
  - A maximum limit of two logos may be applied to a single garment.
- **Who do I contact about my order if I have a question?**
  - If you have placed your order and have a question, please email [store@v3co.com](mailto:store@v3co.com) or Sara Mann, Senior Sales Executive from Stran Promotional Solutions at [smann@stran.com](mailto:smann@stran.com).
- **What do I do if my order is incorrect? (i.e. wrong color, logo, not the size ordered)**
  - Please email [store@v3co.com](mailto:store@v3co.com) or Sara Mann, Senior Sales Executive from Stran Promotional Solutions at [smann@stran.com](mailto:smann@stran.com).
- **Is there a minimum amount to order?**
  - No.



## Payment

- **Can I use PayPal?**
  - PayPal is not accepted. We do accept American Express, Discover, Visa, and MasterCard.
- **Can I cancel or change my order once it is placed?**
  - Orders will be processed within 24 hours after order has been placed. Changes will not be available after order has processed.
- **Can I see preview of the item with the logo prior to ordering?**
  - Mock-ups are contingent upon availability of the vendor's Art Department and may take up to 48 hours for a turnaround.
- **How do I track my order?**
  - You can track your order on the account screen once you have logged in.
- **Are there any coupon codes I can use?**
  - Coupon codes are requested by V3 and will be made available by emailing this request to [store@v3co.com](mailto:store@v3co.com).

## Shipping

- **How much does shipping cost?**
  - Shipping costs \$10.65 per order. If the order is over \$100, then shipping cost is 8% of total order.
- **How long does shipping take?**
  - Roughly three weeks. Production time is 10-12 business days, then shipping is estimated an additional 3-4 business days.
- **Can I get my order shipped internationally?**
  - Due to the fact that the online store is US-based and to reduce shipping and exchange rates, employees in other countries should have their order shipped to the Woodridge office with their name on it and in c/o Sue Burnetter. Sue will then have the order Fed Ex'd or otherwise delivered to the employee's office.

## Returns

- **What is the return policy?**
  - All logoed merchandise is rendered non-returnable, please confirm sizing on the size charts available. Unless defective, merchandise which have been worn, laundered or altered cannot be returned or exchanged. Non-logoed merchandise must be returned within 20 days of the date of purchase.
- **Can I return something that doesn't fit?**
  - Only sample, non-logoed garments in original, never worn or washed condition may be returned within 20 days of delivery.