

WOLFGANG PUCK CATERING FAQ

PRODUCTION TIMELINES

APPAREL ITEMS

- Custom Apparel has a standard production time of 12 - 15 business days.

PROMOTIONAL ITEMS

- Determined by product as well as time of year, but general production timeline is 7 - 10 business days.

PRINT ITEMS

- Standard turn time is 5-7 business days.

* Please note that during Holiday season, extended production times may arise.*

RETURN POLICY

Since all the items will have the Wolfgang Puck Catering logo on them, items can only be returned in the following instances:

- If an item is damaged from shipping and/or from a manufacturer error.
- If you received a different item, size or color from originally ordered, in which, only the exact item ordered will be re-shipped.

NEED HELP?

Trouble with your order, or simply need help? Please submit a support ticket through the support portal on your training and support page.

<https://www.companywebstore.com/wolfgang/>

Q: How do I update the billing address?

A: The billing address you find next to the shipping information is set based upon the account. This does not need to be updated at any point. All cost allocations are managed based on the selected cost center.

Q: How do I select my cost center for Corporate invoice billing?

A: When you click on Step 2 for payment method during the checkout process, please find the cost center section. This will allow you to click the magnifying glass to select a cost center from the available options. Based on user profile, you may also be setup with a default cost center.

Q: How can I update the attention to contact field on a pre-selected ship to address?

A: Right below the ship to address you will find a Contact field that you can update. This will reflect on the order throughout the process for delivery.

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