

# COMPANY STORE FAQ

## I RETURN POLICY

### Return Policy for Northwest Health company store items.

Returns will be accepted if there are any issues with production. To follow are examples of returns that will be Accepted and those that would be Declined.

#### EXAMPLES OF ACCEPTED RETURNS:

- If item show's up damage from shipping and/or from an error by the manufacture.
- If you receive a different item than you originally ordered, then you can e correct item originally ordered.
- Did not receive the correct embroidery logo or color
- Received a different size and/or color than you originally ordered.

#### EXAMPLES OF DECLINED RETURNS:

- Ordered the wrong size and your item doesn't fit.
- If you don't like the item after you receive it.

## I PRODUCTION TIMELINES

#### APPAREL ITEMS

- Standard turnaround times for apparel is 7-10 business days.

#### PROMOTIONAL ITEMS

- Determined by product as well as the time of year, best rule of thumb is production timeline of 7-10 business days

#### PRINT ITEMS

- Standard turnaround around 5-8 business days

#### INVENTORY ITEMS

- Determined by your geographic location, plan for 1-3 business days.

## I NEW LOGIN ACCESS

If you are a new hire and need access to the site please fill out the new login request form. The link is located on the Landing Page (<https://www.companywebstore.com/nwhealth/>). After you fill out that form you will be granted instant access. The rule setting and visibility is defaulted for all new users if you fill like you need more access, you'll need to connect with the NW Health Team to get that approved.

## I ISSUE WITH ORDERS

Trouble with your login, an order, or simply need help please submit a support ticket through the support portal on your landing page.

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

## I Shopping Cart Questions

Bill To is located on the second screen of check out and you will be required to select a bill to in order to process the order fully. Use the hour glass icon for a drop down of all the assign bill to locations.

Majority of logins / users will be required to use a credit card upon check out. Other users will have the option to have the order invoiced and assign a bill to. If you are allowed to have the order invoiced then all you have to do is leave the credit card fields blank and proceed with your order. If you fill out the credit card fields in the shopping cart the system will know to charge your card accordingly.

## I HOW TO USE YOUR GIFT CARD

- Go to <https://www.companywebstore.com/nwhealth/> and log in.
- Browse through all the unique and innovative items we have carefully selected to make available to you.
- Pick out all of the NorthWest Health swag you want and add it to your cart.
- Once in the checkout screen, choose the Select Payment Method link.
- In the Gift Card section, your gift card will be available to apply to your purchase! If you choose to go over your allotted amount, you may pay the difference with a personal credit card.