STORE INFORMATION FAQ

ACCESS TO THE SITE

- If you are a new user to the Premier Health employee store, please request login access through the "Login Request" link on your landing page. After you have submitted this form and it is approved by the Premier Health team, Regency will then be able to create the login and send you the information to access the site. Process typically takes 24-48 hours to complete after approval from the Premier Health team.

ISSUES WITH ORDERS

- If you should ever have any issues with your login, an order, or simply need help using the Premier Health team website, please submit a support ticket through the support portal. The support portal is located on the top toolbar, as well as in the top right corner of the shopping cart.

RETURN POLICY

- Returns will be accepted if there are production-level issues. The following are examples of accepted and declined returns:

  EXAMPLES OF ACCEPTED RETURNS:

- If item arrives damaged from shipping and/or from an error by the manufacturer.

- If you receive a different item (or different size and/or color) than you ordered, you can exchange the received item you originally ordered.

- The item has the wrong embroidery logo or color.

  EXAMPLES OF DECLINED RETURNS:

- You received the size you ordered, but the item doesn't fit you.

- You received the item you ordered, but you change your mind or don't like it once you receive it.

PRODUCTION TIMES

- INVENTORY ITEMS
  Inventory items ship from the warehouse within 1-3 business days. Once the order is shipped you will receive an email notification with tracking information.

- STOCK LEVELS
  Please be sure to check stock levels for inventory items. You may do this by clicking the stock check icon within the shopping cart (see below). If an item is missing this icon it is considered "On Demand" and you may see the information below in regards to that timeline.

- ON-DEMAND ITEMS: MOST APPAREL, BAGS, HEADWEAR, & ASSORTED ITEMS.
  All other products ("non- inventory" products) are customized at the time of purchase. These on-demand items require 7-10 business days of production, plus shipping time to your location.

- PRINT ITEMS
  Standard production time is 5-8 business days, plus shipping time.

ADMIN CENTER

- Note: Based on your login credentials, some of the items below may not pertain to you.

- Edocuments is where you can pull invoices from past orders.

- Order History is where you can see the details from past orders.

- Return Request is where you can process a return. Please see Return policy above for additional details.

ORDER PROCESS

- **ADD TO LIST FEATURE**
  This feature allows managers on the account to easily place a bulk order without having to add each size individually to the shopping cart and then going back to find the item. The feature allows you to create a list before adding all the different sizes to the cart.

  Please refer to the training video "How to Place a General Order" to see this featured demoed live.
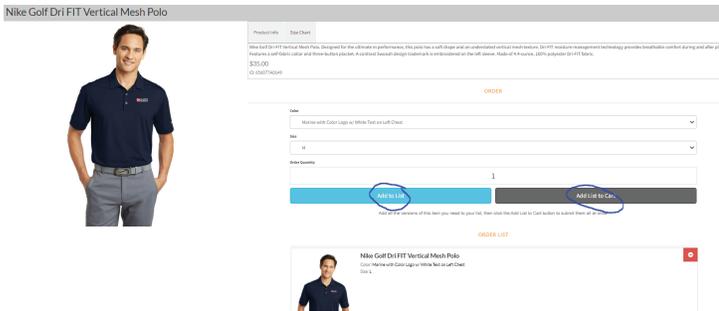
- **SHOPPING**
  Coupon: To add a coupon please type in the code into the field and click "Apply Coupon". If done correctly, the webpage will update showing the discount in the estimated total.

- **SHIPPING**
  Most of your logins will have the shipping address defaulted to your home office. To select a different ship to location, please click Edit Shipping (2nd page of the cart). Then, click the hour glass icon to see a drop down of all the ship to locations that you've been assigned.

If your login has access to create a ship to location you will see the "Add Ship To" link in this section. Click the link and then fill out the form and at that point you can click "Submit" to have the new ship to created and applied to the order. Note: only your login will be able to see addresses that are created.

- **PAYMENT**
  Click "Select Payment Method" on the second page of the shopping cart. Depending on your login credentials, you may select which option (Invoice or Credit Card) you would like to process the order.

  To pay with credit card, please click "Add Card." If this is the first time ordering, you'll need to click "Add New Card," fill out the form, and click "Save Card for future use." At that point, you can select the saved card information and click update.

  Please reference the training video "Shopping Cart" on the landing page to see this demoed.

- **PLACE ORDER**
  Don't forget to click "Place order" at the very end.
  If done correctly, the webpage will refresh automatically giving you a summary and an order number.
  Please save this number in case you have any questions later.
  Depending on if we have your email address setup for your login, you should also receive an order confirmation email.

GIFT CARD

- To apply a gift card to your order please click "Select Payment Method" on the second page of the shopping cart. Towards the bottom of the pop up window you will see a section titled "Gift Cards". Please click the hour glass icon to see all the gift cards that have ever been assign to your login and the remaining balance. Select which gift card you want to apply to the order and any remaining amount due will require a credit card.
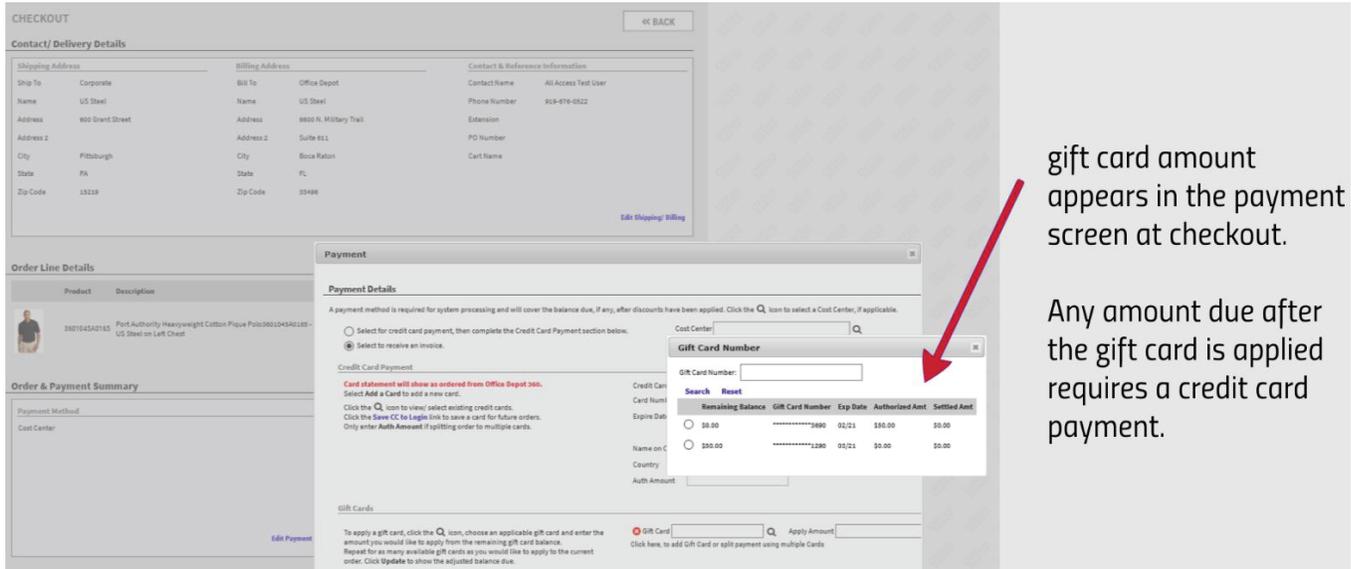
gift card amount appears in the payment screen at checkout.

Any amount due after the gift card is applied requires a credit card payment.

INVENTORY ISSUES

Due to COVID, the industry overall is experiencing supply chain / inventory issues that could extend production timelines, as well as make it more likely for items to be out of stock. If an item is out of stock, you will receive an email notification and the item will be automatically taken off the order.

If you used a coupon code for the order and an item was out of stock, a replacement code will be automatically sent to you via email. The code will be included in the out-of-stock notification email.

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