



USS COMPANY STORE FAQ

RETURN POLICY

RETURN POLICY FOR THE USS 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 shows up damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item than you originally ordered, then you can exchange that item for the 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 does not fit.
- If you don't like the item after you receive it.

PRODUCTION TIMELINES

APPAREL ITEMS

- Standard turnaround time 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

- Turnaround of 5-8 business days or 7-10 business days depending on the item.

NEW LOGIN ACCESS

To access the company store, please use your login credentials provided by the Office Depot 360 account rep. If you need this information resent, please fill out a ticket on the 'Support Portal' link on the main page. if you do not currently have a login, please submit a request under the 'New Login' link on the main page.

[HTTPS://WWW.COMPANYWEBSTORE.COM/USSTEEL/](https://www.companywebstore.com/ussteel/)

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/USSTEEL/](https://www.companywebstore.com/ussteel/)

