

RETURN POLICY

Return Policy for Schupan 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 doesn't fit.
- If you don't like the item after you receive it.

PRODUCTION TIMELINES

APPAREL ITEMS

- Standard turnaround time 7-10 business days.

PROMOTIONAL ITEMS

- Determined by product as well as the time of year.
The best rule of thumb is a 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.

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.

NEED HELP COMING UP WITH IDEAS FOR YOUR EVENT?

Looking for new unique ideas to set yourself apart for an upcoming event, reach out to Kyle Bennett & the ODP team with event detail listed below.

- Date of the event?
- Budget?
- Details of the event?
- Order quantities?

LANDING PAGE

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

Link to Support Center is on this page in case you have any issue while on the site or have any questions.

Please take note of the FAQ located on this page to help you with any additional questions you have regarding placing an order.

Request Login link is on this page in case you have not been provided a login. Note this will take 48-72 hours to receive an email notification letting you know the login has been created.



NEW USER REGISTRATION INSTRUCTIONS

- Click the new registration link on the landing page.
- Fill out the form accordingly remembering to pick your office location in the drop down at the bottom.
- Please then click your budget to apply it to your order.

Schupan Support Center Forgot Password **New User Registration**

Welcome to the Schupan Company Store!

The branded products, apparel and printed collateral found on this site are items pre-approved by our company. We are sharing these resources with you so you have access to existing designed and on-brand swag.

Company Store Login

Username

Password

LOGIN

NEW USER REGISTRATION

Login Credentials

Red denotes required field. *Passwords must be 8-20 characters and contain one of each of the following: lowercase letter, uppercase letter, number, special character (e.g. #, @, &, -)

Email Address

Login ID

Password*

Confirm Password*

Password Hint

User Information

Name

Phone Number

Extension

Shipping Address

Search and select one of the shipping address options below, then proceed to the Billing Address section.

Existing Ship To

Address Details (Will display once selected)