



Urgent Care Group

FAQ

HOW TO ACCESS COMPANY STORE

The link is:

<https://www.ucgteamstore.com/>

Don't have a login?

click the 'Self-Registration' button at the top right of the landing page.

HOW TO PROCESS ORDERS

Once logged into your company store, select the company/logo from which you'd like to purchase apparel. Then, you will see options for both apparel and scrubs. After you select your item, color, size and logo, you will see an instant proof. Add this product to the list, then to the cart. From there, you can hit submit and continue the checkout experience in the custom UCG shopping cart. This shopping cart will allow you to enter a coupon code, update shipping info, add credit card payment etc.

HOW TO VIDEOS

There is a training video on the landing page that describes the full checkout experience.

PRODUCTION TIMELINES

APPAREL ITEMS

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

COUPON CODES

If you have been given a coupon code, you may enter it at the time of checkout and the percentage or dollar value will be deducted from your order. If the coupon code is not entered, we cannot edit the order once it is placed.

Dollar value and % off coupons may not be combined.

RETURN POLICY

Due to the nature of the program, returns will not be accepted unless there is a manufacturing defect. Choosing the wrong size and/or color is not an accepted return reason.

QUESTIONS 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.ucgteamstore.com/>

CREDIT CARD TRANSACTIONS

Credit card statement will show as ordered from ODP360 / North Carolina.