

# Company Store FAQs

## What do I do if I'm having trouble logging into my account?

If you are having any issues logging in, please click on the blue [Support Center](#) button in the top right of the home page. You will then be able to submit a General User Support ticket. If you need your password reset contact your account manager at Ryan Ferens, rferens@regencyop.com and explain the issue.

## What do I do if I'm having trouble with the checkout process?

If you are having any issues checking out, please click on the blue [Support Center](#) button in the top right of the home page. You will then be able to submit a General User Support ticket.

## My order is wrong, how do I return it?

If you placed an order but received a different item than what you ordered, please click on the blue [Support Center](#) button in the top right of the home page. You will then be able to submit a General User Support ticket to get further information on next steps. If the items received do not fit contact your account manager at Ryan Ferens, rferens@regencyop.com and explain the issue.

## How do shipping costs get applied to my order?

Shipping costs will be allocated to the total. This is dictated by the ship-to location and the weight of the order. Shipping is dictated by real-time freight costs from USPS/FedEx.

## How do I check the status of my order(s)?

You can check your order status by using your login credentials to login. On the right side, you will see Order History and you can see a list of your orders. To the left of the Order number, you will see "S" for status. Below that there will either be:

- Q for quote = added to cart but not submitted
- P for pending = pending approval
- C for confirmed = order has been received by Regency and is in production
- S for shipped = order has shipped

## What turn times can I expect on items in the Company Store?

Turn times are dictated by the item and where the item is coming from. Below is the best rule of thumb to help set expectations. These timeframes are from the time the order is placed to the time it is received.

- Printed material is 7-10 Biz Days
  - Business Cards are 5-7 Biz Days
  - Promo/Clothing is 7-10 Biz Days
  - Signage or custom is 12-15 Biz Days
- \*Holidays may affect turn times. Please add 1 day per holiday day (e.g. most places close on Thanksgiving Thursday and Black Friday, equaling 2 extra days).***