

COMPASS HEALTH COMPANY STORE FAQ



HOW TO ACCESS COMPANY STORE

The link is:

<https://regency360.com/compasshealth/>

Don't have a login? Contact:

purchaserequest@compasshn.org

HOW TO PROCESS ORDERS

There are three main categories of products under the Compass Health Webstore Store:

- Men's Apparel
- Women's Apparel
- Hats & Bags

For accounting purposes, your Compass Health employee ID has been defaulted to your login. In the checkout process, you can choose between two types of payments.

The first allows you to checkout without entering payment. In this case, the total price will be deducted from your next paycheck. The second option is that you can checkout using a credit card at the time of purchase.

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.

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