

ALTA EQUIPMENT GROUP **FAQ**

RETURN POLICY

Return Policy for Alta 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 manufacture.
- 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 times for apparel is 10-15 business days.

PROMOTIONAL ITEMS

- Determined by product as well as the time of year, best rule of thumb is production timeline of 10-15 business days.

PRINT ITEMS

- Standard turnaround 10-15 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.

LANDING PAGE

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

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 & Training Videos location 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.

ORDER INSTRUCTIONS

Please see training video located on the landing page.

CHECK OUT INSTRUCTIONS













Please see training video located on the landing page.

If you have any questions or issues please see the Support Center link located on every webpage of the platform.

APPLYING BUDGET CODE TO ORDER

Moving forward the Alta Team will require users to apply a Budget Code to each item in their shopping cart for cost allocation purposes to help identify which items are associated with the different divisions / brands of Alta. Please follow the steps below to apply the budget code to the correct item.






- 1) Once you've added all the items to your order click "submit" to have them added to the Alta shopping cart.
- 2) Once you are in the shopping cart, please click the hourglass icon under each item titled "Budget"

Product	Manufacturer	Price	UOM	Qty	Ext Price	Actions
  	Alta MH - On-The-Go Power Bank	\$7.92	EA	<input type="text" value="1"/>	\$7.92	   Message: <input type="text" value="Line Comment"/> Project: <input type="text" value="Project ID"/> Budget:  <input type="text" value="Budget ID"/>
  	Alta Equipment Company - Frost Tumbler, Blue with Full Color Logo	\$10.25	EA	<input type="text" value="1"/>	\$10.25	   Message: <input type="text" value="Line Comment"/> Project: <input type="text" value="Project ID"/> Budget:  <input type="text" value="Budget ID"/>

Budget

Name:

Search

Name	DefaultLimit	Allocated Amount	Spent Amount
 Alta eMobility		0.00	0.00
 Alta Material Handling		0.00	0.00
 Alta.Equipment.Company		0.00	0.00
 Alta.Equipment.Group		0.00	0.00
 PeakLogix		0.00	0.00


- 3) Once you've clicked the hourglass icon you will see a pop up with all the different Budget Codes. Please select the corresponding Budget that is associated with the item. Please be sure the Budget Code matches the logo on each of the items.


BUDGET CODE POP UP WINDOW

APPLYING GL CODE / PO NUMBER TO ORDER:

Moving forward the Alta Team will require all orders that are invoiced to corporate to have a GL Code applied to the order. Note, this is only invoice users and doesn't apply to users that are Credit Card Required. Please follow the instructions below to apply the GL Code to the order.

- 1) Once you've added all the items to your order click "submit" to have them added to the Alta shopping cart.
- 2) Once you are in the shopping cart, please click the hourglass icon under each item titled "Budget"



[Company Store](#)
[Admin Center](#)
[Support Request](#)


SHOPCART // Review Items


Order Level Assignments

Enter your GL Code in the below format, with no spaces, then click the **Update** button. **Coupon Code:** Single use codes may only be redeemed once. Discount will appear below. **Only one coupon code may be applied to an order.**

GL Code Format: [GL Account #]-[Branch #]-[Department #] (e.g. 510500-108-620)

GL Code/ PO Number (Apply to Order)

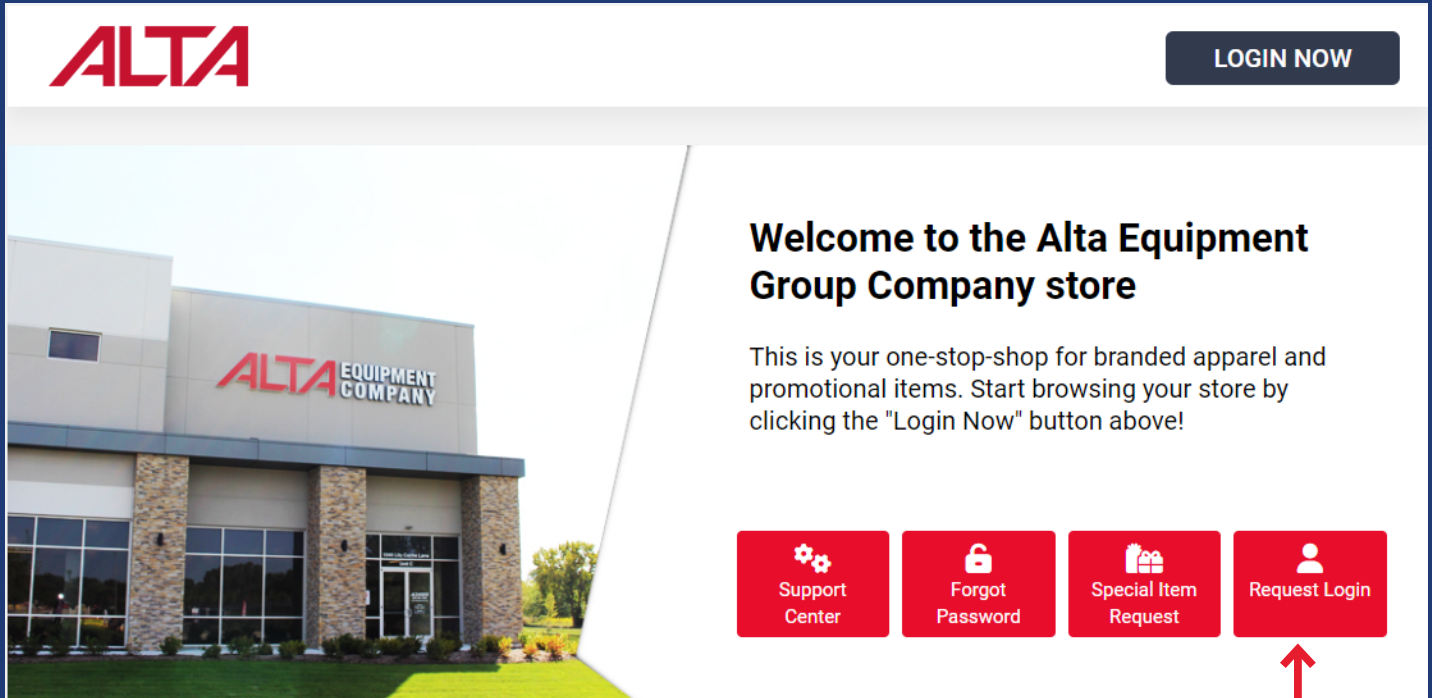
Coupon Code (Apply to Order)



NEW LOGIN REQUEST:

If you are a new employee to Alta, please following the steps below to request login access to the site. Please note that once you've submitted the request it take up to 48-72 hours for the Alta HR team members to approve the request. Please also take note of the FAQ & Training Videos located on the Landing page that will help guide you through the ordering processes.

- 1) Please click the "Request Login" icon on the landing page.



- 2) Please fill out the New Login Request form and then click Submit.

The screenshot shows the ALTA LOGIN REQUEST FORM. At the top is the ALTA logo and the title 'LOGIN REQUEST FORM'. Below is a section titled 'USER INFORMATION' with a black background. Underneath are four input fields: 'Full Name *', 'Email Address *', 'Phone Number *', and 'Location *'. A 'Submit' button is at the bottom. A red arrow points to the 'Submit' button.

LOGIN REQUEST FORM

- 3) Again, once the request is processed (48-72 hours) you will receive an email notification letting you know that your login has been created and your password.