



Frequently Asked Questions

1. **Can I charge it to my account?**
Yes, the system is flexible enough to allow one user to use a credit card, while another can order using their account terms. For our customers' account security, AmeriPride must approve each individual user to be allowed to charge. Please contact your local branch representative.
2. **I am a COD customer; can I charge it to my AmeriPride account?**
No, but the site accepts VISA, Master Card, and American Express.
3. **What if I don't have an E-Mail address or web access, and I just don't want to place my own orders?**
You can always place your order through your CSR or your local branch.
4. **Will AmeriPride share my e-mail address?**
Never. AmeriPride / CLAUS strictly obeys all email communication regulations.
5. **How do I set up my logo on the web store?**
The best way is to contact your CSR or your local branch, and we can assist you in that process. The most accurate way to set up your logo is with a personal touch.
6. **Do I receive a discount for on-line ordering?**
Only if we are offering a company wide promotion.
7. **What if I have a problem while ordering or after receiving my order, what do I do?**
At any time, before, during, or after your order, please call your local branch, the Catalog Center @ 1-800-297-6266 or via the Contact Us page on the web.
8. **Will I receive my bill / invoice per shipment or after the entire order is shipped?**
The invoices are created once the products are shipped. If we ship partial we invoice partially.
9. **Can we process American Express?**
Yes. These are the accepted card types:
 - American Express
 - Visa
 - MasterCard
10. **Will my web-catalog charges show up on the same statement as my rental invoices?**
Absolutely, it will show on the same statement.
11. **I have an order that needs to be received by a certain date. What do I do?**
 - Please choose an appropriate shipping method.
 - If there is personalization, you need to allow at LEAST 3 business days to pick the items and send them through personalization BEFORE shipping.



- If you are ordering blank product, you still need to ALLOW for time to pick, pack, and ship the product. We do not stock ALL products and may need to order things in.
- Please follow up with a phone call or email us through the Contact Us page via the web to ensure we have received the rush request and have all the details regarding your request including the need by date.

12. How long does it take for my order to be filled?

- 1) Once the order is submitted (you receive the order number), there is a 30 minute buyer's remorse period, when the call center is able to cancel lines, decrease quantities, or cancel the entire order. We can NEVER add anything to an order.
- 2) Allow a 10 day turn-around.

13. Will tracking numbers be in the confirmation emails?

Upon shipment of the order, the user's email address will receive an email confirming the shipment with the order number, the order lines that have shipped, location shipped to, and tracking information. This information is also available in their online order history.

14. How do tax exempt customers receive tax free orders?

During the check out process, the customer must check a box that indicates that they certify that their order should be exempt from sales taxes. After checking this box, the customer must then enter their tax ID number that indicates their exempt status.

This must be done on a *per order basis* because not all orders qualify for tax exempt status.

15. Will the website state during checkout that orders may be delivered in one or more shipments?

Yes. The customer is only billed for the published shipping price whether we ship via one or via more shipments.

16. Are taxes applied based on the bill-to or ship-to location?

Ship to.

17. My workspace disappears when I go to a new product page. What am I doing wrong?

The web site is designed to shop and customize one style at a time. The workspace is associated with a single style. The steps you should be taking are:

- Go to a product page for a certain style.
- Add items to the workspace and customize.
- Move the items to the cart.
- Go to the next product page... etc.

18. I don't see the size or color of a product that I want to order.

Check the Product Details for product notes such as out of stock or discontinued color. If the color is available in the catalog but not the web catalog, please call.