



## FAQ

### PCG PROMOTIONAL STORE

Thanks for shopping at the PCG Store.

- **Who can view the store?**

All PCG employees can access and browse the PCG Store.

- **Who can place orders?**

Currently, only Branch Administrators and approved personnel have access to place an order. (An authorized access code must be entered during checkout for the order to be successfully fulfilled.) All orders are invoiced and billed directly to the branch. If you need to place an order, for your branch, your Branch Administrator can do so on your behalf.

- **What is an access code?**

Access codes are necessary to successfully place your order. Upon checkout, the access code must be entered for an order to be successfully submitted and fulfilled. Branch Administrators have been provided access codes and are able to place purchases on behalf of your branch.

Any additional personnel with access codes have been pre-approved by their General Manager. If you do not have an access code, and have been granted approval from your General Manager to invoice the branch directly, please have your General Manager email [Marketing@pcg.com](mailto:Marketing@pcg.com), requesting an access code. An access code will be generated and emailed to you. Please remember this access code is unique and confidential; it should never be shared with any other individuals.

- **What is 'in-stock' or 'available now' inventory?**

All in-stock inventory items are pre-purchased by PCG. This inventory is pre-logo'd and can be shipped-out within 24 hours after the order is received.

The maroon 'Available Now' banner found on the thumbnail image can easily identify our collection of in-stock merchandise. Or select the category titled: *Ships Within 24 Hours*, found on the left navigation bar.

- **What does "Drop-Ship Only" mean?**

Drop-Ship items are available for purchase directly from the manufacturer. After an order is placed, the item will be logo'd and shipped directly from the manufacturer. **All drop-ship purchases are non-refundable.**

Drop-ship inventory allows the PCG Promo Store to carry a larger variety of items, styles and colors at diverse price points. Drop-Ship items may require a minimum quantity, and lead-time varies depending on the terms & conditions of the manufacturer.

- **I only see promotional items. Where do I purchase print-related items for my branch (like business cards / letterhead / etc..)**

The PCG Promo Store has been separated from the PCG Print Store, to allow all employees' access to view available, promotional merchandise without a login. All promotional related items, including: apparel, drink ware, gifts, flashlights, etc. that were on the site are now available through the PCG Promo Store.

The PCG Print Store is your branch administrator's primary resource to order all print-related materials, including: business cards, forms & manuals, letterhead, etc. for your local branch. Branch Administrators can visit the PCG Print Store at [store.pcg.com](http://store.pcg.com) to login.

- **Can I order an item in other colors?**

YES! Soli / Image Source offers a variety of color options on many drop-ship items. Select the *Colors Tab* within the *Product Description* page to view all available colors. If you would like additional color options, beyond what is provided on the PCG Store, contact [Maureen Magnuson](#) directly.

- **Do you have name brand options for clothing & other items?**

YES! Soli / Image Source offers a huge selection of brand name items. If you are looking for a specific brand or item, contact [Maureen Magnuson](#) directly.

- **Can I place a custom order, if I do not see a specific item on the store?**

YES! Soli / Image Source offers a huge selection of items available for purchase. If you are looking for something specific or cannot locate a specific item within the store inventory, contact [Maureen Magnuson](#) directly. She will assist you by providing a variety of additional items that are not held in inventory or showcased within the store. Custom orders may require a minimum quantity and lead-time may vary.

- **How do I place an order using an affiliate logo or other customization?**

Contact [Maureen Magnuson](#) directly to place your custom order.

Or to customize your purchase or to use an affiliate logo, please include thorough directions in the *Special Instructions* text box. Include your preferred affiliate logo, full logo or monogram logo specifications, location of imprint and all other details.

- **I noticed tax is not included on the invoice, how should this be processed?**

Please process your invoice to a taxable GL / Project Code and the appropriate tax will automatically accrue in Axis. Our vendor is not required to charge taxes for any state that they do not reside in. However, PCG is still required to pay all appropriate state taxes.

- **Why is the shipping price, shown during checkout, not included on my invoice?**

The shipping fees calculated and displayed during checkout are an estimate only. Final shipping costs will be accrued on corporate accounts and cross-charged accordingly.

- **Will inventory items be rotated and cycled?**

Inventory items will be assessed quarterly. Items will be rotated and cycled to align with the upcoming needs of our company. New merchandise may be added to inventory, while other items may be removed. This continually provides you with new, relevant inventory options!

If you know of a popular or crowd-pleasing promotional item idea, and you would like to share it, please send your ideas to [Marketing@pcg.com](mailto:Marketing@pcg.com).



- **Am I paying a premium when shopping at the PCG Store?**

You are receiving the lowest available price. In fact, Soli / Image Source offers a price-match guarantee program.

The store was created to provide a fast, easy and convenient method to purchase logo'd apparel and promotional items. Shopping with the PCG Store guarantees our brand identity will not be compromised or modified in any way.

Your branch also benefits from our corporate shipping discount (if applicable.) When purchasing in-stock inventory, shopping with the PCG Store allows you to bypass any initial set-up fees, logo digitization fees, or other hidden costs. And the PCG Store allows for quick turn-around!

Corporate does not receive any financial incentive when purchases are made on the PCG Promo Store. It is for your benefit only.

- **What if I find the same item for a lower-price somewhere else?**

The PCG Promo Store offers a Price Match Guarantee to insure you are always receiving fair and competitive pricing. Our Price Match Guarantee applies to **all items that are not held in-stock**.

If you find a lower price on a non-inventory or drop-ship item, contact [Maureen Magnuson](#), the Promo PCG Store Account Representative. You must provide a current link showing proof of the lower price, and she will match it. The item must be identical, including: model number, components and warranty. The item must be in-stock and available for purchase at that price-point from an authorized U.S. reseller, whose authorization we reserve the right to verify.

- **Payment Processing: Who is Image Source / Soli?**

Image Source and Soli Printing work in collaboration to fulfill promotional orders. All invoices, purchase orders and correspondence should be directed to Soli Printing.

- **How will I be charged when a purchase is made?**

**The PCG Promo Store:** Items purchased on the PCG Promo Store will be invoiced to branch directly, to the attention of the individual who has placed the order.

**The PCG Print Store:** All pre-printed items found on the PCG Print Store (safety manuals, booklets, forms, etc..) will be cross-charged. Any personalized print related purchases (business cards, branch letterhead, etc...) will be invoiced directly to your branch.

- **How do I make a personal purchase for myself?**

If you would like to make a personal purchase that is not a business related. Please contact [Maureen Magnuson](#) directly.

