

Contact Information

Who are my contacts if I have questions?

Taylor Communications Customer Service Specialist

e-mail: ameriprisecompanystore@taylorcommunications.com

phone: 866-345-5550

There are numerous Taylor Communications resources at the disposal of the Account Management Team, i.e. creative, merchandising, and IT departments. They will contact them on your behalf if you have specialized requirements.

Ordering

How do I place an order?

Once you have selected the items you wish to select, simply "Add to order" button. Once you have found all the items and added to your cart, select the "Check Out" button. Your available Shipping Address should be found in the Shipping screen in your Shopping Cart. If you need to ship to a different location, you may Create a New Shipping Address.

Who pays for freight?

Freight will be added to your charge, at UPS list rate.

Can an order be saved for completion at a later time?

Any items added to the shopping cart will remain in your cart for 1 day. After 1 day the items will return to inventory and the shopping cart will be emptied.

Will I receive an acknowledgement of my order?

A confirmation email will be sent to the email address you provided during the account set up. After clicking "Submit", you will receive a unique Web order-number on your screen. Please print this page or write down your order number for tracking purposes until your order arrives.

How do I make changes to an order that I've already placed submitted?

Contact Taylor Communications no later than 2:00pm EST the date the order is placed. Orders received by 2:00pm EST will be shipped that day.

How do I cancel an order I have placed in error?

Contact Taylor Communications immediately by calling 866-345-5550.

How can I check the status of my order?

Please be sure to have your order # ready.

1. Select the Orders button available in the upper left corner of the site where 3 options allow you to search for your order.

2. Contact an Customer Service Specialist by phone or email:

e-mail: ameriprisecompanystore@taylorcommunications.com

phone: 866-345-5550

How do I track my order?

From any page, simply click the "Order Status" button and then enter your unique Order Number. Click "Status," and the Order Status page displays the shipping address and individual details for each item. As soon as the tracking number is entered in our warehouse system, the "TRACK" link will be visible on the far right under "Tracking". Click "TRACK" to proceed to the shipper's website for detailed tracking information.

Also Note: Only **one** tracking number and "TRACK" link displays for each shipment box (which may

contain multiple items).

Backordered items do not display on the Order Status page.

Can I print a copy of my order?

Yes, after you submit your order you have 2 options to print. Either print a table view (landscape) or a portrait view. The options are listed in the upper right hand corner.

New Ideas - What if I need something different, or if I have a product idea for the store?

Taylor Communications Account Management Team

e-mail: karrie.thorvig@taylorcommunications.com

At what quantities should I call for a special volume quote?

If you feel you have a need for a special order or volume quote, please call Taylor Communications. Most of the inventoried and virtual products are priced based upon those lower minimums. If your order is much larger, please contact a Taylor Communications Customer Service Specialist for a possible discount.

General Information

How do I find a product?

A search feature is available for easier product location located at the top of each screen. For example, entering the word PEN will display all items whose titles and detailed descriptions contain the word 'pen'. To decrease the total number of items in your retrieved search, try using a more comprehensive description, for example 'Ballpoint Pen'.

Note: Do not use dashes or other special characters as this will limit your search.

How do I add items to my shopping cart?

Click the link or picture of the item you want to add to your Shopping Cart.

The selected item is displayed with the product description, cost and availability. Enter the quantity (and size if applicable) and click "Add To Order". The Shopping Cart will keep a running tally of all merchandise selected for purchase. You can view the Cart anytime by clicking the upper "View Cart" button, and then add, adjust or delete merchandise as needed.

How and when will my order ship?

Shipping options are all UPS Shipping Methods. You can choose one of these services from the "Ship Via" drop down menu on the Shipping Information form during the checkout process. UPS Ground is standard and normal shipping charges per service requested.

How will I be billed?

Orders placed from this site will be billed based upon your profile set up. If you feel this is an error, please contact the Taylor Communications Customer Service Specialist.

Returns

How do I return an item?

[Taylor Communications Policy and Procedures for returns materials](#)

Warehoused/Inventoried Items: If you find it necessary to return an item, communicate to your Customer Service Specialist the item to be returned, its location, and the reason for the return. Your Taylor Communications representative will complete a return authorization form, advise you of any freight liability (if applicable), handle the physical removal of the item, and expedite any credits due to you.

As a general policy, credits are issued to customers within 60 days of receipt of returned goods to originating Taylor Communications Distribution Center and the conditions listed below have been met and verified. Once the Credit is approved, the Credit shall be issued to the account that the original order was placed. Credits are issued at a value not to exceed the original invoice amount.

Returned Goods – Taylor Communications will accept the return of Inventory Items under the following conditions:

- Within 30 days of invoice date.
- Items returned must be the current version and not obsolete inventory. The item(s) must be unused, must also be in original packaging and in re-sellable condition.
- A Return Authorization sent from Taylor Communications must accompany all returned package items. (Please contact your Customer Service Specialist for Return Authorization information).
- Taylor Communications will issue credit, based on the original invoice amount, and according to the number of days elapsed from the original invoice date to the date the returned items are received at the Distribution Center. (**Note: Freight and handling charges are excluded, unless the return is due to a Taylor Communications error.)
- **30 Days** – Items returned
 - Due to Taylor Communications error shall receive at customer's option exchange for corrected merchandise or full credit for item(s) purchased including freight and handling charges.
 - Due to customer error - A minimum restocking fee of \$15.00 will be assessed per item ordered and returned (**Note: Freight and handling charges are excluded, unless the return is due to a Taylor Communications error.)
- **31+ Days** - No credit will be issued.
- **All packaged items must be returned to the Distribution Center of origin before credit will be issued.** A Taylor Communications Customer Service Specialist will not pick up, issue credit and/or package items for the customer.

Custom/Drop Ship/Special Order Items:

May not be returned unless there is a manufacturing defect. Please contact Taylor Communications customer support if a defective product is delivered.

Security & Privacy

Why should I enable cookies on my browser?

"Cookies" are small pieces of information that are used to store user information. Most browsers automatically accept cookies, but sometimes your browser is configured to block them. This will prevent you from viewing items or on our site, or blank pages.

To enable browser cookies in **Internet Explorer 6**:

1. Select Tools | Internet Options in the menu bar.
2. Under Privacy tab, choose Advanced Level.
3. Check "Override automatic cookie handling". Select either "Accept" or "Prompt".
4. Choose OK twice.

I just got a "leaving a secure Internet connection" message. Is the site still secure?

If your browser is set to "prompt" as you enter or leave secure web pages, a popup box appears to alert you that the next page has a different security level than the current one. The above warning simply means that you were on a secure encrypted page and are now moving to a nonsecure page (which does not require any private user information). Say "yes" and continue.

Note: Upon entering a secure portion of any website, the "http" in the URL display box changes to "https", signifying that the connection is secure using Secure Sockets Layer Technology.

Technical

Why is there a time limit on my order session?

The system will time out after 100 minutes of inactivity, and log you off. If you were in the middle of an order and were kicked off, the system will remember what you've placed in your shopping cart.

Which web browser do I need to use?

For your protection, this site **requires** that you use the most secure web browser available with 128-bit encryption: **Microsoft Internet Explorer 5.5** or above.