

COMPANY STORE FAQ



HOW TO ACCESS COMPANY STORE

You will login via the Spark Portal.

<https://spark.lithiamotors.com/>

HOW TO PROCESS ORDERS

Please refer to training videos found on the landing page:

www.companywebstore.com/lithia

CAN'T FIND WHAT YOU ARE LOOKING FOR?

If there are items that you are looking for on the webstore and cannot find, you can submit a Special Item Request from the landing page which will be answered by the dedicated Lithia & Driveway team.

RETURN POLICY

Returns will need to be submitted on the site, from the store click on "Account Home", then click "Return Request" on the bottom of the screen. Follow the steps to put in the order number, item, and reason.

- **EXAMPLES OF ACCEPTED RETURNS:**
 - If item shows up damaged from shipping and/or from an error by the manufacturer.
 - If you receive a different item than you originally ordered, then you can exchange that item for the correct item originally ordered.
 - You did not receive the right embroidery logo or color.
 - You received a different size and/or color than you initially requested.
- **EXAMPLES OF DECLINED RETURNS:**
 - You ordered the wrong size and your item doesn't fit.
 - You don't like the item after you receive it, or you changed your mind.

PRODUCTION TIMELINES

Please note, production timelines begin after your order has been approved through the approval routing. Upon approval, you will receive an order confirmation email. Receiving order approval will initiate the below production timelines.

APPAREL ITEMS

- 2-4 weeks.

PROMOTIONAL ITEMS

- 7-10 business days.

PRINT ITEMS

- 5-8 business days.

STOCK AUTO PRODUCTS

- 3-5 business days.

CUSTOM AUTO PRODUCTS

- Custom Plastic License Plates – 2 weeks
- Raised Letter License Plate Frame – 8 weeks
- Brushed Chrome License Plate Frame - 10 weeks

Production will be extended during holiday timeframes

LAD PRODUCTS

Products can be purchased through the store and will be invoiced by LAD Accounting after the order has been placed. Your cost is the List price found in the product description.

QUESTIONS WITH ORDERS

Trouble with your login, an order, or simply need help? Please submit a support ticket through the Support Portal located on your landing page or on the store.