



# SONEPAR SHOP FAQ

## RETURN POLICY

### RETURN POLICY FOR SONEPAR SHOP ITEMS.

All items on the Sonepar Shop are custom, made to order product. Due to the custom nature, returns and/or exchanges will not be accepted unless there is an error in your order.

### 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 manufacturer.
- If you received a different item than you originally ordered you can exchange the incorrect item for the item originally ordered.
- If you did not receive the correct embroidery logo or color.
- If you received a different size and/or color than ordered.

#### EXAMPLES OF DECLINED RETURNS:

- Ordered the wrong size and your item does not fit.
- If you don't like the item after you receive it.

## PRODUCTION TIMELINES

### APPAREL ITEMS

Customer Apparel has a standard production time of 7-10 business days.

### PROMOTIONAL ITEMS

Determined by product, as well as the time of year, but generally the production timelines is 10-12 business days.

## PAYMENT OPTIONS

### PERSONAL PURCHASES

Purchases made through the Sonepar Shop are personal purchases and should be paid for with your own personal credit card.

### COMPANY PURCHASES

Any items bought using a Company card must have prior approval from your department leader.

## NEED HELP?

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

[www.SoneparShop.com](http://www.SoneparShop.com)