FAQ
FREQUENTLY ASKED QUESTIONS

RETURN POLICY

Return Policy for Montana Construction Store items

Returns will be accepted if there are any issues with production. 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 receive a different item than you originally ordered, then you can exchange that item for the correct item originally ordered.
- Did not receive the correct embroidery logo or color.
- Received a different size and/or color than you originally ordered.

EXAMPLES OF DECLINED RETURNS:

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

PRODUCTION TIMELINES

APPAREL ITEMS

- Standard turnaround times for apparel is 7-10 business days.

PROMOTIONAL ITEMS

- Determined by product as well as the time of year. The best rule of thumb is a production timeline of 7-10 business days.

PRINT ITEMS

- Standard turnaround time is 7-10 business days.

INVENTORY ITEMS

- Determined by your geographic location. Plan for 1-3 business days.

ISSUE WITH ORDERS

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

LANDING PAGE

https://www.companywebstore.com/montanaconstruction/

Link to Support Center is on this page in case you have any issue or questions while on the site.

COUPON

To apply a coupon in the shopping cart, please following the instructions below. Note if you apply a code to a cart you will not be able to apply the code again so please make sure you check out fully.

- Once you are in the shopping cart please type in the code into the coupon field and click Update.
- If done correctly you'll see the page reload with the discount applied below. (see screenshot below).

Montana Construction

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| SHIPPING

To select a ship to location that has been assigned to you OR create a ship to location please follow the steps below. Note, Montana Construction requires all personal purchases to be shipped to your home addresses.

- On the second page of the shopping cart, you'll see your shipping / billing information. Please click "Step1. Edit Shipping/Billing".
- A pop up will appear when you can click the "magnifying glass" icon to see all the ship to locations assigned to you. (see below)
- If you want to create a ship to in order to ship the order to your house, please click "Add ShipTo" and follow the steps below.
    - The ship to ID can be anything you want "Nancy's House."
    - The name with be the company or your name.
    - Fill out the address information and then click "Submit."

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