ACCESS TO THE SITE

- If you are a new user to the Wake Radiology employee store, please request login access through the "Login Request" link on your landing page. After you have submitted this form and it is approved by the Wake Radiology team, Regency will then be able to create the login and send you the information to access the site. Process typically takes 24-48 hours to complete after approval from the Wake Radiology team.

ISSUES WITH ORDERS

- If you should ever have any issues with your login, an order, or simply need help using the Wake Radiology website, please submit a support ticket through the support portal. The support portal is located on the top toolbar, as well as in the top right corner of the shopping cart.

RETURN POLICY

- Returns will be accepted if there are production-level issues. The following are examples of accepted and declined returns:

  EXAMPLES OF ACCEPTED RETURNS:

- If item arrives damaged from shipping and/or from an error by the manufacturer.

- If you receive a different item (or different size and/or color) than you ordered, you can exchange the received item you originally ordered.

- The item has the wrong embroidery logo or color.

  EXAMPLES OF DECLINED RETURNS:

- You received the size you ordered, but the item doesn't fit you.

- You received the item you ordered, but you change your mind or don't like it once you receive it.

PRODUCTION TIMES

- INVENTORY ITEMS
  Inventory items ship from the warehouse within 1-3 business days. Once the order is shipped you will receive an email notification with tracking information.

- STOCK LEVELS
  Please be sure to check stock levels for inventory items. You may do this by clicking the stock check icon within the shopping cart (see below). If an item is missing this icon it is considered "On Demand" and you may see the information below in regards to that timeline.

- ON-DEMAND ITEMS: MOST APPAREL, BAGS, HEADWEAR, SCRUBS & LAB COATS
  All other products ("non- inventory" products) are customized at the time of purchase. These on-demand items require 7-10 business days of production, plus shipping time to your location.

- PRINT ITEMS
  Standard production time is 5-8 business days, plus shipping time.

ADMIN CENTER

- Note: Based on your login credentials, some of the items below may not pertain to you.

- Edocuments is where you can pull invoices from past orders.

- Order History is where you can see the details from past orders.

- Return Request is where you can process a return. Please see Return policy above for additional details.