



Employee Swag FAQ

Baker Roofing employees will be required to use their personal email (Not their Baker Roofing email) to create a username and password for any personal purchase. Baker Roofing emails will be for users that have the ability to make corporate purchases on behalf of Baker Roofing and have them invoiced to the company.

RETURN POLICY

Returns will be accepted if there are any issues with production. The following are examples of returns that will be accepted and declined.

EXAMPLES OF ACCEPTED RETURNS:

- If the item delivers damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item than you originally ordered.
- If you did not receive the correct decoration or color.
- If you received a different size than what was ordered.

EXAMPLES OF DECLINED RETURNS:

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

PRODUCTION TIMELINES

APPAREL & PROMOTIONAL ITEMS

- Standard turnaround for apparel is 10-15 business days. If you have any questions about your order, please submit a support ticket. Tracking information can be

PAYMENT

- All personal purchases will require a credit card at checkout.
- Credit card statements will show as ordered from Office Depot 360/North Carolina. If an employee disputes payment, Office Depot 360 will engage with Baker Roofing for settlement.

LOGIN REGISTRATION

- In order to gain access to the site please fill out the form on the login registration form on your landing page. Note, you are not allowed to use your Baker Roofing email domain and will need to submit the request using your personal email (ex. @gmail.com). Once submitted you should get instant access to the site.

ISSUES / QUESTIONS

- If you should ever have any questions or issues about the platform or orders, please submit a ticket in the support center. Links are found on the landing page and in the tool bar of the site.

TRAINING VIDEOS

- If you are not finding the answers on this FAQ, please see the Training Videos linked on the toolbar of the website. If you still have questions, please submit a ticket in the Support Center.