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FAQ - Frequently Asked Questions

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FAQ - Shopping

How do I place an order?

As Easy as 1-2-3!

1. Browse through the products available in the category you selected. You will see the available items listed, with picture, brand name, brief description, and price. Just click on the image/title to select the item. Select the color, quantity desired, and logo choice/placement (if available) and **Add to Cart**. On the **Shopping Cart** page you can make changes to your order as needed.
2. When ready to place your order, enter the information on the Checkout page and complete your billing/payment information.
3. Upon submitting the order, you will receive an email order confirmation.

* If your store is integrated with one of your internal systems, you may also receive notifications in that system.

Once I've placed an order, can I cancel it?

Our turnaround times are short, so please call Customer Service (800-648-8588) and provide your order number to learn the status of your order and whether you can cancel it, or if it has been already shipped.

How do I return Products?

Within 30 days of receipt, please contact our Customer Service representative and advise on your issue and what type of item you would like to return. Since our items are customized, we consider the decoration, item type, quantity and reason for return. Thus we would like to communicate with our clients before the return authorization is provided.

When Customer Service initiates the return process, they will provide instructions along with where to ship your return.

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What payment methods are availabe?

All prices on this site are in U.S. dollars. Your store features customized payments that have been approved by your internal program manager. If you are paying by credit card (Visa, MasterCard, Discover or American Express), the name and billing address you enter at Checkout must match your credit card billing address so we may process your order.

Is it safe to pay with my credit card?

Yes. We value our relationship with you as a continuing customer, and we take security very seriously. Concord Marketing Solutions partners with a payment processor who is PCI DSS Level 1 certified. Which means they meet the most rigorous standard for handling credit cards. Your credit card information is never stored on Concord's servers and is tokenized by the payment processor. This token can only be used by Concord for payment upon shipment of your purchase. This is a highly secure method for handling credit cards.

How is my personal information used?

Please review our **Privacy Policy** for how your personal information is used.

FAQ - Shipping

Where can I ship my order?

We ship our products to most domestic and international destinations. Certain restrictions may apply. See below.

1. Shipments to Canada/international locations are subject to import duties and taxes, which are the responsibility of the customer and are levied once the package reaches that destination.
2. Additional charges for customs clearance are borne by the recipient of the package
3. Gifts sent internationally will incur duties and taxes that will be charged to the recipient.
4. As the purchaser of the product to be shipped, you are considered the importer and must comply with all laws and regulations as required by Canada or other international locations. International shipments may not be shipped until all inventory is available.

Do you ship to...?

We ship our products to most domestic and international destinations. Certain restrictions may apply.

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1. **Military bases?**
   Yes. It may take some extra time for the package to reach its final destination.
2. **Post Office?**
   No, we require a full street address.
3. **P.O. Boxes?**
   No, we require a full street address.
4. **Rural route numbers?**
   Yes. It may take some extra time for the package to reach its final destination.
5. **Event locations?**
   Yes. We do need all the special addressee information, such as a full ship to address, date of the event, date of the guest check-in, event planner's name, etc.
6. **Multiple drop-ship addresses?**
   Yes. Contact Customer Service for more details.

When will my order ship?

In-stock orders ship between 24 and 48 hours (excluding holidays and weekends) from the order approval/submission, and in accordance with the Need By Date requested during the Checkout process. If an item is temporarily unavailable or the order was placed over a weekend or holiday, shipment will be delayed. Such items may be shipped separately on a later date, which is communicated directly with the customer by our Customer Service representative. Also, if your order requires special attention, our Customer Service representative will contact you immediately to discuss the details.

How do I know when my order shipped?

An automated email with tracking information will be sent by the shipping carrier on the day of the shipment. You may also check your order status under the Track Your Order section on the store.

An automated email confirmation sent by the carrier will include Tracking information as well as the link to the tracking web page. You may also obtain the tracking information under the Track Your Order section on the store.

How is sales tax calculated?

Tax may be applicable based on the destination address of the ordered products. You will be charged

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sales tax in accordance with the state and county rules for your ship to address.

Are you shipping products with lithium batteries?

Due to recent safety concerns, items with Lithium ion batteries cannot be shipped via Air service, and cannot be shipped to Alaska, Hawaii, or internationally (including Canada). At check-out, please select Ground ship method for U.S. mainland locations only.

What shipping options are available?

We use UPS to deliver orders within the continental U.S. You have the option to select the shipping service level you desire. The shipping method you use determines how many days it takes for your package to reach its destination. At Checkout, we also offer third party UPS or FedEx shipment using your own shipper account.

For shipping addresses within the continental U.S.:

- Ground: 2-6 Business Days
- Day: Guaranteed end of business delivery on 2nd business day to most locations.
- Overnight: Next business day delivery to most locations if the order comes in before 1:00 pm CST. If a rush is needed after this time, please call Customer Service to check if your order can ship the same day.

For Canadian shipping addresses:

- Standard: 5-7 Business Days
- Express: 1-3 Business Days
- Expedited: 2-5 Business Days

For International shipping addresses (not guaranteed due to Customs):

- Premium: 3 -8 Business Days
- Express: 2-5 Business Days

Time of Year: Due to volume demands, delivery times may be extended during the peak times of the year, such as December. Expect longer transit times if you are shipping to Hawaii and Alaska.

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How are shipping costs and times calculated?

Shipping and handling fees are based on shipping from our warehouse in Addison, Illinois.

The freight cost is based on the value of the order. If a third party shipping account is used, all shipping fees are billed to that shipping account. When third party account is used, we also charge a handling fee that is based on the value of the order.

For international shipments, Concord requires the third party shipper account number. All freight costs, duties and taxes are the responsibility of the customer.

Additional notes:

- There will be a $35 fee for processing international documentation.
- **Gifts** sent internationally will also incur duties and taxes that will be the responsibility of the recipient.
- International shipments will not be shipped until all inventory is available.

FAQ - My Account

How do I change my password?

When logged in you can click on “My Account” at the top of your screen. There you will be able to change and save your password.

How do I view my past orders?

You may track your orders under the Track My Order section located on the top navigation on the web store. Click the order number you wish to learn more about.

Where can I find my Receipt?

Your order confirmation is your receipt. If you cannot locate your order confirmation email, please contact Customer Service.

FAQ - Products

I can’t see the product I’m looking for?

If you are looking for a particular product, contact Customer Service at orders@teamconcord.com for assistance.

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Our policy for out of stock items is to temporarily take them offline until the inventory is replenished.

FAQ - Customer Service

For general inquiries, contact

Customer Service at:

- Toll Free: 800-648-8588
- Email: orders@teamconcord.com

Hours of Operation:

- 8:30am to 5:00pm CST

Follow the link below to review our:

- Privacy Policy
- Terms & Conditions of Use
- Shipping & Delivery Options
- Return & Refund Policy