Company Store FAQs

What is the turnaround time for new login credentials?

If you are a new user who has requested an account, your credentials email should arrive in your inbox within 24–72 hours.

What do I do if I'm having trouble logging into my account?

If you are having any issues logging in, please click on the blue Support Center button in the top right of the home page. You will then be able to submit a General User Support ticket.

What do I do if I'm having trouble with the checkout process?

If you are having any issues checking out, please click on the blue Support Center button in the top right of the home page. You will then be able to submit a General User Support ticket.

My order is wrong, how do I return it?

If you placed an order but received a different item than what you ordered, please click on the blue Support Center button in the top right of the home page. You will then be able to submit a General User Support ticket to get further information on next steps.

Do I have to pay for my order myself?

Everything on our Company Store is pay as you go. If you have manager approval to expense branch or channel items, expense forms can be found on the HUB for reimbursement. All users are credit card mandatory.

Can I forego paying with a credit card and have my Retail branch billed?

The Company Store cannot bypass credit card payment or bill back the branch. Additionally, no corporate employee or office admin will have the ability or authority to make purchases on behalf of a branch or individual. Per Accounting, all orders placed on the Company Store for your office needs (including marketing and office supplies) must be made with a personal credit card. From there, you may expense your purchases through Expensify for reimbursement. We have some helpful instructions for how to use Expensify on the Hub.

How do I remove an item from my order?

If you have not checked out and would like to remove an item from your order, simply change the quantity to zero ("0") in your cart and select the *Update* button at the bottom of the page or hit the red "X" symbol on the product line.

How do shipping costs get applied to my order?

Shipping costs will be allocated to the total order. This is dictated by the ship-to location and the weight of the order. Shipping is dictated by real-time freight costs from USPS/FedEx.

How do I check the status of my order(s)?

You can check your order status by logging into Regency and navigating to the Office Supplies side of the site. On the right side, you will see Order History and you can see a list of your orders. To the left of the Order number, you will see "S" for status. Below that there will either be:

- Q for quote = added to cart but not submitted
- P for pending = pending approval
- C for confirmed = order has been received by Regency and is in production
- S for shipped = order has shipped

How do I enter a custom shipping address or "ATTN to" on an order I am placing?

When you are checking out, if you do NOT see your address after clicking the " 🔍 " icon next to the "Ship To" field and searching for your city, please click the following (screenshot below) to create your location for the current order and future orders.

 Select the Add Ship To icon and fill out the appropriate fields to add a new address.

Can I place one larger order and have it shipped to multiple locations?
No. You must place separate orders if you are shipping it to multiple locations.

Can I return apparel that I've ordered?
No. Apparel on the Company Store is made to order. Though it would be nice, we unfortunately don't have pre-branded apparel in a warehouse. All apparel orders are custom made at the time of purchase. This means that if you order a CF Nike Polo, the warehouse will pull the Nike Polo in your size and embroider it to match the photo on the site. *Returns or exchanges can only be issued if the product is defective.* For more information regarding returns, please review the return policy here.

How long does it take to receive office supplies?
General supply orders submitted by **5:00 pm Eastern, 5:00 pm Central, 4:00 pm Mountain, & 3:00 pm Pacific** will be delivered the next business day. Some items may take longer due to local distribution stock supply. Special orders, furniture or items not available in the local warehouse may not be available for next day delivery. Customer Service can answer any questions you have in these cases.

What turn times can I expect on items in the Company Store?
Turn times are dictated by the item and where the item is coming from. Below is the best rule of thumb to help set expectations. These timeframes are from the time the order is placed to the time it is received.
- *Quick Ship* Business Cards are 3-5 Biz Days
- Business Cards are 5-7 Biz Days
- Printed material is 7-10 Biz Days
- Promo/Clothing is 7-10 Biz Days
- Signage or custom is 12-15 Biz Days
- Name Tags are 24 hour production + standard transit time

*Holidays may affect tuntimes. Please add 1 day per holiday day (e.g. most places close on Thanksgiving Thursday and Black Friday, equaling 2 extra days).

My photo isn't sized appropriately and I don't like the proof. Can I crop it?
At this time, photos cannot be cropped in the Company Store. What is uploaded, is what will print. However, all images should be vertical and the Company Store will scale from the middle of the photo.

Do you need a resource to crop your image? Visit this **link here**, and follow these steps.

- In the top navigation bar, click **'Open'** to import your image.
  - Once you select your image, you will see it in the photo editor.
- In the Crop panel (right hand side), Select **'5x7'** from the **Aspect Ratio** drop down or select **'Portrait'**
  - Either option will make the photo vertical as it needs to be on the site. *NOTE: 5x7 is a tighter crop than 'Portrait'*
- Once you are done cropping, you will want to click **'Save'** in the top navigation bar.
- Select where you wish to save the photo (Computer/Desktop), and hit **'Save'**.
- Once you have your cropped photo, you can replace the photo on your business card or marketing piece with your new photo.

What is the ideal pixel size for the image upload on the photo business cards or customizable marketing?

- For the Cardinal Financial Company designs, ideal photo size is 300px x 210px
- For the Peoples Home Equity designs, ideal photo size is 300px x 300px