

### **How do I place an order?**

Ordering from the Webstore is easy, using the following method

**Online:** The preferred, quickest way to process your order. All orders placed through the web are 100% secure. Simply follow the checkout process to completion.

**Phone:** Call your dedicated Account Representative, Monday through Friday from 9 a.m.– 5 p.m. ET, (732) 617-3022.

**Email:** Rich Bracken [richb@inkwellusa.com](mailto:richb@inkwellusa.com)

### **Am I able to return or exchange an item?**

Yes, we can process a return or exchange provided that you send the item back within 15 days of purchase. Please note, the item must be returned in its original condition and not worn or used in any way. If you have any questions on the process, please email [pride@inkwellusa.com](mailto:pride@inkwellusa.com)

### **I accidentally added an item to my cart. How do I remove it?**

You can edit, remove or change quantities of items in your shopping cart.

To change the quantity of an item, update the number in the gray quantity box and click the Update Cart button.

To remove an item from your shopping cart, simply click Remove next to the item quantity. The item will be removed from your shopping cart.

If you would like to ship to multiple addresses, please contact [Rich Bracken](#) and he can assist you with placing your order.

### **How do I know if my order went through?**

When you complete your web order, an order confirmation screen will appear. We encourage you to print this page for your records.

Once your order has been processed in our system, you will receive an order confirmation email containing your order information.

Should you require further information about an order or do not receive an email confirmation, please contact our [eCommerce team](#) for assistance.

### **I need promotional items for an event this week. Can I place a rush order?**

In the event that you need to expedite the processing of your order, we offer same-day shipping for all available in-stock inventory merchandise.

Rush order requests must be submitted no later than noon EST for next-day shipping. A rush fee plus applicable overnight shipping charges may apply.

If you have questions about rush services, please contact [Rich Bracken](#) for assistance.