



STORE GUIDELINES

PCG PROMOTIONAL STORE

Thanks for shopping at the PCG Store.

Browse Inventory

Browse our collection of PCI-logo'd apparel & goods anytime!

- **Browse the PCG Promo Store:** To browse the product assortment, click on one of the *Category* links located in the left navigation bar. Then select a product that interests you, after selecting an item you will be directed to a detailed product description about the item.
- **Types of Inventory:**
 - **IN-STOCK INVENTORY:** All in-stock inventory items are pre-purchased by PCG and are available now! The inventory is pre-logo'd and can be shipped within 24 hours. All in-stock merchandise must be billed directly to the branch.
 - **CUSTOM ORDER:** Soli / Image Source offers a huge selection of items available for purchase. If you are looking for something specific and cannot locate it on the store, contact Maureen Magnuson directly. She can assist in providing a variety of additional items that are not held in inventory or showcased within the store. Custom Orders often require a minimum quantity and have a longer lead-time.
 - **DROP SHIP:** Items are available for purchase directly from the manufacturer. When an order is placed, the item will be logo'd and shipped directly from the manufacturer. These items are non-refundable. They may require a minimum quantity, and lead-time varies depending on the terms & conditions of the manufacturer.
- **Search For a Specific Item:** To use the *Search* feature, locate the search bar on the top right hand side of the page. Enter the item you'd like to locate. Any items containing the keyword typed in the search bar will populate.
- **Add Items to Your Shopping Cart:** After choosing a product you'd like to purchase, easily add it to your shopping cart! Toward the bottom of the detailed product description page, you will be presented with a menu allowing you to enter the specific quantity you wish to purchase and/or to specify the size you want (if applicable.) Once you have selected the product and specified size and/or quantity, click the *Add to Cart* button. Your shopping cart will expand to include all of your selected items – it also allows you to remove or update your selections.

All items will be logo'd with the PCI logo. If you would like an affiliate logo or other customizations, please include the details within the Special Instructions text box, located at the bottom of the Shopping Cart page. Or contact Maureen Magnuson directly to place your order.

Create An Account

- **Register Your Information to Create an Account:** Logging in is not required in order to browse the PCG Store. However, when you are ready to check out, you will have to log-in. If you are a first-time shopper, you will need to create an account.

If you have already created an account, you will be prompted to enter your name and password when you select *Check Out*. First time shoppers will be prompted to enter additional information, including: user name and password, name, address, e-mail address, and phone number. This information will default to your billing and shipping information. If your billing and shipping information are not the same, those may be edited when you are ready to complete your order. You can also update this information anytime, by selecting *My Account* on the top menu bar.

Submitting Your Order

Shopping with PCG's e-commerce store is safe, secure and easy.

- **Billing & Shipping Information:** When you are finished shopping, select *Check Out*, located at the top right hand side of the page. Verify your Billing & Shipping Information is correct. If these items need to be updated, select the *Edit* button and make any necessary changes.
- **Verify the Shipping Method:** UPS Ground Shipping is the default shipping method. Alternate shipping methods will populate displaying their corresponding shipping cost estimates. Select the option that's the most appropriate to your needs. Be sure to add a day to account for the 24-hour processing time. Shipping costs are estimate only. Actual shipping fees will be reflected on the invoice.
- **Enter Pre-Approved Access Code & Place Order:** Select *Invoice Branch Directly*. Enter *Approved Access Code*. Enter the approved access code that has been provided and select *Place Order* to submit your order. Currently only Branch Administrators and other authorized users with approved access codes are able to place orders.
 - **All business-related purchases must be invoiced to the branch directly & ordered by a Branch Administrator or other authorized user.**
- **Verify the Order is Received:** Once you have completed your order, a confirmation page will be displayed. After receiving the confirmation page, you may exit the Online Catalog or continue shopping. You will also receive a confirmation email containing your order details.
- **Print Your Order Summary:** If you would like a printout of your order summary, click the Order History button on the top menu navigation bar. All past orders can be viewed here. Click on the specific order date for which you need to view your purchase and print this screen.



Accepted Payment Method

- **Invoice Branch:** Available only for those with pre-approved & authorized access codes.

Authorized access codes are needed to place orders. If you do not have an authorized access code, and have been granted approval from your General Manager to invoice the branch directly, please have your General Manger email Marketing@pcg.com, requesting an access code. An access code will be generated and emailed to you. Please remember this access code is private and should never be shared with any other individuals.

Processing Your Order

- **Inventory Processing Time:** All in-stock orders will be processed and shipped within 24 hours of receipt, unless otherwise specified. Orders received after 2pm Central Standard Time will be processed the next business day.
- **Custom Order & Drop Ship Processing Time:** Custom order and drop-ship process time will vary based on the items ordered, and can take up to 14 days. Production processing time begins after final approval of proof is received.

Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed. Please allow for additional days in transit for delivery. If there will be a significant delay in shipment of your order, you will be contacted via email or telephone.

Shipping Policy

Domestic Shipping Rates & Delivery Estimates:

Shipment method	Estimated delivery time	Shipment cost
UPS Ground	3-5 business days	TBD
UPS Two Days	2 business days	TBD
FedEx Overnight	1-2 business days	TBD

Estimate shipping charges will be calculated and displayed at checkout.

Orders that are invoiced directly to the branch will receive PCG's shipping discount, if applicable. Shipping costs will be calculated and cross- charged accordingly.

Overnight delivery is only available for orders with delivery addresses within the continental United States. We currently do not ship outside the U.S.

Occasionally, delivery delays can occur that are not at the fault of the seller.

Shipment Confirmation & Order Tracking: You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours on in-stock inventory items.



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Shipment to P.O. Boxes or APO/FPO Addresses: PCG Store ships to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses.

Customs, Duties & Taxes: The PCG Store is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibilities of the customer (tariffs, taxes, etc.).

Damages: If you received a damaged order, please contact Maureen Magnuson at mlmagnuson@mac.com to file a claim. Please take a photo of the item in the condition it was received, save all packaging materials and the damaged goods. Maureen Magnuson will file a claim and provide updates on the claim status.

Return & Refund Policy

If you are not 100% satisfied* with your purchase, we're here to help. (*Excludes Drop-Ship items.) **We will do whatever it takes to make it right!**

- **Returns for In-Stock Inventory Items:** You have 30 calendar days to return an in-stock inventory item from the date it was received. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.
- **Returns on Custom Order Items:** We guarantee that the products you receive are as advertised, arrive undamaged, on time and manufactured at the highest quality. If you are not 100% satisfied with your purchase upon receipt, contact Maureen Magnuson, to replace your order or refund your money.
 - **Please Note: Engraved, imprinted, custom products and drop-ship items may not be canceled or changed after artwork proof approval has been given and production begins.**
- **Drop-Ship Order Items:** All drop-ship items are sent directly from the manufacturer. These items are NOT ELIGIBLE FOR RETURN. Please confirm your order details and consult the size chart prior to placing an order to avoid any discrepancies.
- **Refunds:** After the item is returned to the warehouse, Maureen Magnuson will inspect the items and immediately notify you on the status of your refund. If your return is approved, a refund will be processed for your returned merchandise, less shipping charges. Please allow 30 days for a refund check to be processed and mailed. Branch accounts will be credited upon receipt.
- **Shipping:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

PCG Store Price Match Guarantee

Our Price Match Guarantee applies to **non-inventory items only**.

If you find a current lower price on a non-inventory custom or drop-ship order, contact Maureen Magnuson, the PCG Store Account Representative. Provide a current link showing proof of the lower price, and she will match it. The item must be identical, including: model number, components and warranty. The item must be in-stock and available for purchase at that price-point from an authorized U.S. reseller whose authorization we reserve the right to verify.



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PCG Logo & Brand Identity Guidelines

The PCG family of logos is one of our most visible and valued assets. Correct logo usage helps build a universal brand while preserving an identifiable, legally strong and consistent logo associated with PCG.

All PCG employees are responsible for ensuring our logo is used correctly. The logo must remain consistent within the parameters stated within the PCG Logo & Brand Identity Guidelines. Download the guideline document [here](#). Under no circumstances should you ever alter, edit or modify the logo. For additional information regarding proper logo usage, please download the PCG Brand Identity Guidelines.

If you have any questions about logo & brand guidelines, please contact natalie.anderson@pcg.com or Maureen Magnuson at 816-753-1304 or mlmagnuson@mac.com

PCG Store Privacy Policy

Updated: April 20, 2017

The PCG Store operates as <http://www.eblox/PCG.com>. This page informs you of our policies regarding the collection, use and disclosure of personal information we receive from users of the site. We use your personal information only for providing and improving the site. By using the site, you agree to the collection and use of information in accordance with this policy.

- **Information Collection And Use:** While using our site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name.
- **Log Data:** Like many site operators, we collect information that your browser sends when you visit our online store. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages that are visited, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this information.
- **Communications:** We may use your personal information to contact you with newsletters, marketing or promotional materials and other information that may be of value to you. You can opt out of these communications at any time.
- **Cookies:** Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. Like many sites, we use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our site.
- **Security:** The security of your personal information is very important to us; eAuthorize.net has a secure data management system, and is PCI DSS compliant to protect your transactions and sensitive information. Remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.



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Changes To This Privacy Policy

This Privacy Policy is effective as of April 20, 2017 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time. Please review the Privacy Policy periodically, for any updates. Your continued use of the service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

