

## ORDERING

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

Ordering from the Centuri Team Shop is easy! Just navigate to [www.CenturiTeamShop.com](http://www.CenturiTeamShop.com) and start browsing. Below you will find additional information and responses to some common questions regarding Centuri Team Shop orders.

### 2. **Who can make a purchase from the Team Shop?**

Anyone! The Team Shop is available for any Centuri company employee to purchase company branded swag. There are hundreds of options for each brand listed on the site. If you are purchasing an item for yourself or another teammate as a gift, you can use a personal credit card or virtual gift card as payment. If you have a company PCard and appropriate approval to purchase items using it, those are also accepted through the shop! We have also built out a COUPA punchout for approved COUPA users and simplified direct billing – we hope you find something you like!

*For more information on payment options, please see question 7. Please note that all PCard purchases will be reviewed in Concur.*

### 3. **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 cart and your subtotal will update.
- If you would like to ship to multiple addresses, please contact the Centuri Team Shop team and they can assist you with placing your order.

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

When you complete your web order, an order confirmation screen will appear with a confirmation #. We encourage you to save 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 the Centuri Team Shop team for assistance. You can also check the status of an order by clicking the “Order Status” button on the top of the site and entering your order # and email address.

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

If 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 to the Centuri Team Shop team no later than 2pm CST for same-day shipping. A rush fee plus applicable overnight shipping charges may apply.
- The promotional marketing experts on the Centuri Team Shop team can also assist you with rush situations for quick-ship and custom products.
- If you have questions about rush services, please contact the Centuri Marketing Team for assistance.

### 6. **What if my item is not listed on the site?**

If you can't find what you're looking for on the site, there is a custom order option! Feel free to reach out through the

site form to discuss your needs with our Account Representative. Keep in mind that there may be minimum purchase quantities required.

**7. I only want one item. Why do some options show a large minimum order quantity?**

The items on the Team Shop have been specifically curated to meet a variety of needs across the organization. While a large selection of inventoried and made-on-demand items are available in single item quantities, there are also options for bulk purchases. If you have a specific question or an item you're unable to purchase, please reach out to the Support Team at [CenturiTeamShop@OverturePromo.com](mailto:CenturiTeamShop@OverturePromo.com) for assistance.

## **PAYMENT INFORMATION**

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**8. How do I purchase items on the Team Shop?**

There are several options for payment on the Team Shop, including direct billing through a COUPA punchout site for approved users. All other purchases can be processed using a personal credit card for payment, virtual gift card, or company PCARD with appropriate approvals.

- **COUPA Punchout / Direct Billing**

Authorized users will be able to access the Centuri Team Shop directly from a COUPA punchout for company purchases. When you return to COUPA, you can apply cost centers to your cart at checkout as you normally would. No other payment options are available when checking out through COUPA.

To complete company purchases with a PCard, personal purchases with your own credit card, or use a virtual gift card as payment on an order, *please navigate to* [www.CenturiTeamShop.com](http://www.CenturiTeamShop.com)

- **Personal Credit Card**

Purchases can be made using a personal credit card. Overture accepts Visa, MasterCard, Discover and American Express.

- **Virtual Gift Card**

Purchases can be made using a virtual gift card. You can also purchase virtual gift cards for your friends & colleagues! Reach out through custom orders for more information.

**9. Will my credit card statement say Centuri Team Shop?**

Your promotional items have been produced and fulfilled by Overture Promotions. If you are paying by credit card, **Centuri \* Overture** will appear as the merchant name. A toll-free number is also provided should you have any questions regarding the Overture Premiums & Promotions charges on your statement.

**10. Will I receive an invoice for my items?**

Orders placed through COUPA are invoiced upon order shipment. A packing slip showing the contents of your package will be included with your order. An invoice detailing the charges of your order (subtotal, applicable taxes, and shipping/handling charges) will be provided separately directly to COUPA for review and approval.

Orders placed with a credit card are charged upon order shipment. A packing slip showing the contents of your package will be included with your order. An invoice / receipt detailing the charges of your order (subtotal, applicable taxes, and shipping/handling charges) will be emailed separately to the email address indicated on your order / account.

**11. Will I be charged Sales Tax?**

Overture LLC is required to collect applicable sales tax on all U.S. purchases, including shipping and handling. Sales tax is dependent upon the types of goods purchased, as well as the state to which the order is being shipped. Applicable sales tax will be calculated and charged to your invoice.

Prices and applicable taxes are subject to change without notice.

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**RETURNS**

**12. Am I able to return or exchange my purchase if I don't like it?**

If you are not completely satisfied with your order, you may return your in-stock merchandise in new condition, with its original packaging, within 30 days of receiving your order. You are also responsible for any return shipping fees. Once your return is processed, you will receive a full refund, less the cost of original shipping and handling.

Please note that custom orders and made-on-demand items may not be returned. For questions regarding your order, please contact [CenturiTeamShop@OverturePromo.com](mailto:CenturiTeamShop@OverturePromo.com).

**13. How do I return an Item?**

Contact the Centuri Team Shop team for detailed instructions and a return authorization (RA) number. Put the order back in its original packaging along with the original order number and RA number in order to expedite processing.

Ship the package to **Overture Promotions LLC, 800 S. Northpoint Blvd, Waukegan, IL 60085**. Ship the package via UPS and keep your tracking number in case reference is needed. You are responsible for all return shipping charges. Please note that Overture Promotions LLC is not responsible for receipt of returns sent via uninsured U.S. parcel post.

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**PRODUCTS**

**1. When should I expect to receive my product with custom logo design?**

Due to the high value of some products, custom logo embroidery and etching is done on demand after the order is placed. Because of this custom process, please allow up to two weeks for delivery.

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**TECHNICAL**

**1. How can I ensure I am viewing the items online in the best color and resolution?**

This site should be viewed with a minimum screen resolution of 640 x 480 and a recommended screen resolution of 800 x 600. Refer to your computer's manual for information on changing this setting.

We have made every effort to display the colors of products that appear on our site as accurately as possible. However, as the actual colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be 100% accurate.

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**SHIPPING**

**2. How will my order ship?**

During the checkout process, you are required to select a shipping method for your order. The cost of freight will be added to the order total. Freight costs vary based upon order contents and shipping method selected.

All in-stock merchandise will ship within 24–48 hours from receipt of order. Please select your shipping method accordingly. We are happy to accommodate rush orders. Your order must be submitted by 2PM CST (additional charges may apply).

We will expedite orders as needed to accommodate in hands dates.

3. **How do I determine the shipping charges on my order?**

Please refer to UPS published freight rates.

- **Standard shipping:**
  - UPS Ground (allow one to five business days depending on the destination)
- **Expedited shipping:**
  - UPS 3 Day Select
  - UPS 2nd Day Air
  - UPS Next Day Air

4. **Are you able to ship to my P.O. Box?**

We cannot ship to P.O. box addresses. Please use a valid street address when placing your order.

## CONTACT US

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1. **How do I contact someone for help with the Centuri Team Shop?**

Call or email the Centuri Team Shop team, Monday through Friday from 8 AM – 5PM CST.

**Phone:** 888.808.9786 (toll free)

**Email:** [CenturiTeamShop@OverturePromo.com](mailto:CenturiTeamShop@OverturePromo.com)