RP MARKET FAQ

ACCESS TO THE SITE

- You will access the site through RadWiki by clicking on the RP Market link next to the shopping cart icon in the footer. You must have an "@radpartners.com" email address to access the RP Market.
- The RP Market offers single sign-on for your convenience; once you're logged-into the RadWiki and click on the icon, you'll be automatically logged-into the RP Market!

SHOPPING CART

- The first step in the checkout process is the shopping cart page that allows you to review and make final edits to your order. Please make sure you **check the stock level for the inventory items** - look for the stock check icon!
- The next page of the shopping cart is where you will select your shipping information and credit card information.
- The third page is the final review of the order. If all looks good then please click "Place Order" at the bottom of the page. You will then receive an order number (WO#) and email notification.
- Once the order is shipped, you will receive an email notification with your tracking information.

INVENTORY ITEMS

- Some items in the RP Market are already produced and available from inventory. You can identify inventory items by the main category name. (e.g., Promotional "Inventory").
- You can also identify inventory items in the shopping cart. All inventory items will have a stock check icon next to them on the first page of the checkout process.
- **Be sure to actually check inventory levels by clicking the stock check icon!**
- If you place an order for a quantity that exceeds inventory, you'll receive an out-of-stock notification letting you know that your order has been shorted.

RETURN POLICY

Returns will be accepted if there are production-level issues. The following are examples of accepted and declined returns:

EXAMPLES OF ACCEPTED RETURNS:

- If item arrives damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item (or different item size and/or color) than you ordered, you can exchange the received item for the ordered item.
- The item has the wrong embroidery logo or color.

EXAMPLES OF DECLINED RETURNS:

- You received the size you ordered, but the item doesn't fit you.
- You received the item you ordered, but you change your mind or don't like it once you receive it.

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PRODUCTION TIMES

INVENTORY ITEMS
- You can identify inventory items by looking at the item's main category name (e.g., Promotional "Inventory").
- All products in "inventory" categories are already produced with RP branding and listed at bulk pricing.
- Inventory items ship from the warehouse within 1-3 business days.
- Once the order is shipped you will receive an email notification with tracking information.

ON-DEMAND ITEMS: MOST APPAREL, BAGS, HEAD-WEAR, SCRUBS & LAB COATS
- All other products (non-"inventory" products) are customized at the time of purchase. T-shirts are an exception; they are an inventory item.
- These on-demand items require 7-10 business days of production, plus shipping time to your location.

PRINT ITEMS
- Standard production time is 5-8 business days, plus shipping time.

ADMIN CENTER

- *Note: Based on your login credentials, some of the items below may not pertain to you.*
- **Edocuments** is where you can pull invoices from past orders.
- **Order History** is where you can see the details from past orders.
- **Return Request** is where you can process a return. *Please see Return policy, above, for additional details.*

REGENCY CONTACT

RP's Regency account team is led by:

Philip Batten
Account Manager
pbatten@regencyop.com
919-999-1025

ISSUES WITH ORDERS

If you should ever have any issues with your login, an order, or simply need help using the RP Market website, please submit a support ticket through he support portal. The support portal is located on the top toolbar, as well as in the top right corner of the shopping cart.

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