



## Frequently Asked Questions and Answers



### **Order Placing Information:**

#### **How do I start a new order?**

Please note that our website uses cookies, which may cause some unwanted items to appear in your shopping cart. If you no longer wish to keep these items, simply remove them by clicking the 'Clear Cart' button or the 'Remove from Cart' option located below each item's image in your cart.

#### **Will shipments go out any day of the week or any time of day?**

Shipments are processed and dispatched from our North American distribution center Monday through Friday, between 8 AM and 7 PM Eastern Standard Time (EST).

#### **How do promotional codes work?**

Promotional codes can be applied on the payment page to receive discounts. Depending on the type of promo code, the applicable discount will be deducted from your order total.



### **Payment Information**

#### **What payment methods can I use?**

Our online store accepts payments through Visa®, MasterCard®, American Express®, and PayPal®. The payment will be processed and appear on your statement as 'Payment to GILMORE US.'

Our platform employs top-tier security measures, including end-to-end encryption, to ensure the protection of all transactions and safeguard your personal information.

#### **What currency is payment collected in?**

Payments are processed in US Dollars (USD) for all transactions.



### **Does my billing address have to match the address on file with my credit card?**

Yes, to verify your credit card, please enter your billing address exactly as it appears on your credit card statement.

### **Why is my credit card being rejected?**

There are several reasons why your credit card may not be accepted, including:

- The card has expired.
- You have reached or exceeded your credit limit.
- You have surpassed your daily charge limit.
- You have exceeded your individual transaction limit.
- Technical issues with the transaction system.

For assistance in resolving these issues, please contact the customer service number printed on the back of your card.

### **When will my credit card be charged?**

For physical product orders, a preauthorization hold will be placed on your credit card when the order is confirmed. You will not be charged until your items have shipped.

### **Do I have to pay sales tax?**

Sales tax may be calculated and applied to your order based on your billing and/or shipping address, which will be shown during checkout.

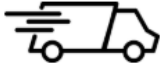
The price displayed includes estimated tax, which will be collected according to the information you provide. The total price may vary during your shopping session due to various factors, but you will have the chance to review the final price before completing your order.

If you have any questions, feel free to contact us at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) or call 1-800-795-6661 for assistance.

### **How do I get a copy of my invoice?**

Once your order is processed and shipped, you will receive a shipping confirmation email with the details of your order if you paid via Credit Card or PayPal.

For any further questions or assistance, please contact us at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) or call 1-800-795-6661.



## **Shipping Information**

### **What is the processing time?**

Please note that the estimated delivery date provided is based on production times and the anticipated transit days for the shipping method you selected.

### **Has my order shipped?**

After your order has shipped, you will receive a shipping confirmation email with tracking details. To track your order, simply visit My Account > Orders for the latest status updates.

### **How do I get my tracking number?**

Once your order has shipped, you will receive a shipping confirmation email with the tracking details.

### **Can I change my shipping address?**

Once your order is submitted, the shipping address cannot be changed. If you need to have your materials delivered to a different address, please contact Customer Service at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) or call 1-800-795-6661 for assistance.

### **Can I change my shipping method?**

Once your order is submitted, you cannot change your shipping method online. If you need to use a different shipping method than the one selected during checkout, please contact Customer Service at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) or call 1-800-795-6661 for assistance.



## **Return Information**

### **What if there is an issue with my order?**

If your order arrives damaged, please contact Customer Service at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) with photos to assist with processing a replacement.

If any items are missing from your order, reach out to Customer Service at [standards@gilmoreglobal.com](mailto:standards@gilmoreglobal.com) with your order number and details of the missing items for further assistance.

### **How to process a Refund?**

We only offer refunds for damaged products. For more information, please refer to our 'What if there is an issue with my order?' page.