

**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.

**Email:** [Jamie Harris <jamiehar@inkwellusa.com>](mailto:jamiehar@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 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 Jamie Harris and she 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 Jamie Harris 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 to the Inkwell Global Marketing a request no later than noon EST for next-day shipping. A rush fee plus applicable overnight shipping charges may apply.

The promotional marketing experts on the Inkwell Global Marketing team can also assist you with rush situations for quick-ship and custom products.

If you have questions about rush services, please contact Jamie Harris for assistance.

**In which currency are the prices expressed?**

The prices are expressed in USD

**How can I track my order?**

Once your order is shipped, you will receive a tracking number in which you will be able to track your order.

### **Can I cancel my order?**

You can cancel your order - please reach out to Jamie Harris to do so.

### **What is the policy and process for returns?**

Due to the custom nature of our products, we don't accept returns or exchanges unless there is a defect in the product.

### **How do I get rewards points?**

In the event that reward points need to be applied to an employee's account, please reach out to Jamie Harris

### **How can I purchase a Gift Certificate?**

To purchase a gift card, you can reach out to Jamie Harris who will be able to send one over to you.

### **How do I redeem a Gift Certificate or Coupon Code?**

To redeem a gift certificate or coupon code, simply enter in the code that is given to you and the amount will be deducted from your total.