

ChampionX Company Store FAQs

Approvals

Do I need to get approvals from my manager prior to placing an order on the company store using my corporate credit card?

Yes. If you are using your corporate credit card for purchases on the company store, be sure your expense report will be approved. Returns will not be processed for expense report declines. Returns are only processed for defective merchandise.

Is there a maximum dollar amount we cannot exceed on company store purchases?

No. There is no limit to the dollar amount for company store purchases. If the total transaction amount is over \$5,000, the ChampionX Company Store contact will receive an email from Advanced Online requesting approval. This is just to ensure there is no fraudulent activity. If your order is over this amount, the ChampionX contact will reach out to you to verify the authenticity of the order.

Bulk and custom orders

What if I have an order that is over 250 units?

It is recommended that you email the Advanced Online Representative, Therese at therese.harrell@advanced-online.com and the ChampionX contact, Carly Jacobson at carly.jacobson@championx.com with any bulk order requests. Be sure to include the following:

- Item # and Description
- Quantity
- Need-by-date

What if I have a custom order request?

Custom order requests should be emailed the Advanced Online Representative, Therese Harrell at therese.harrell@advanced-online.com and the ChampionX contact, Carly Jacobson at carly.jacobson@championx.com. The request will also be reviewed by the ChampionX Brand Council. Be sure the email includes the following:

- Item #, if the custom order is for an item in the store inventory
- Description of item, if the custom order is for an item that is NOT in inventory
- Graphics, if you are requesting a custom graphic on your order
- Quantity
- Need-by-date

International ordering

Can we ship internationally from the company store?

No. At this time, the company store can only support US shipping. Please visit the preferred vendor list on [Approved Branding and Communications Vendors](#) page on Discover to see our international partners.

Lead time and shipping

What is the lead time for ensuring my order is delivered in time for my event?

Since all company store items are produced at the time of ordering, you should allow 3-5 business days for production on quantities under 50 units and 5-7 days for production on orders over 50 units. Based on your need-by-date, you can adjust your shipping method as needed when you check-out.

What if I have a rush order?

Prior to placing your order, contact the Advanced Online Customer Service team at 877-471-5410 to discuss the possibilities for a rush order.

Returns

Can I return the company store items if I no longer need them?

No. Returns are only processed for defective merchandise. If you change your mind before the items have been printed, please contact the Advanced Online customer service center at 877-471-5410 immediately to cancel your order.

Miscellaneous

Can I request specialty gift wrapping?

No. The company store gift wrapping is only offered in the various gray options you see online. The bag color is selected at random by the shippers.

Is there a minimum order?

No. There is no minimum order, in quantity or dollar amount.

Can I use my personal credit card to order personal items on the company store?

Yes. If you would like to purchase items that would not be expensed, you can use your personal credit card for any company store orders.

Additional Advanced Online FAQ's can be found on the ChampionX Company Store home page.