



CARLSTONE FINANCIAL GROUP

Frequently Asked Questions

1. WHO IS THE VENDOR? WHO CAN I CONTACT?

Jersey Shore Printing / 732.782.9100 / customer.service@JerseyShorePrinting.com

John Smith / x555 / john.smith@carlstone.com

2. HOW DO I PROCESS PAYMENT, DO I NEED TO CREATE AN ACCOUNT?

Payment is not made through the webstore; an invoice will be emailed directly from Jersey Shore Printing upon shipment. You are responsible for processing the invoice through CFG.

During the checkout process, please do not create an account – simply click on the Guest login button.

3. HOW CAN I CANCEL AN ORDER?

Once you hit “Click here to place order using a PO”, your order is final. But, if you call the vendor immediately after clicking, there is a chance of stopping the order before it is put into production.

4. CAN I CUSTOMIZE MY ORDER?

Only the CFG logo are allowed on items. No other customizations are permitted. Please email John Smith with questions.

5. CAN AN ORDER BE SHIPPED TO ANY LOCATION; CAN I SHIP DIRECTLY TO A CLIENT?

Yes, you can enter the necessary shipping information in the ship to address section during checkout.

6. CAN I PLACE AN ORDER FOR PERSONAL USE?

The site is set up for business use only. You may contact the vendor directly for personal orders.

7. IS THERE A SIZE CHART AVAILABLE FOR THE APPAREL? CAN I RETURN A SIZE THAT DOES NOT FIT?

Yes, there are size charts available for each style. Since these items are specifically branded with the Broadridge logo, they are not returnable or refundable. All sizes are US standard sizes.

8. WHY DIDN'T I RECEIVE MY CONFIRMATION EMAIL?

You may have entered your email address incorrectly when submitting your order or the confirmation email may have hit your SPAM inbox so please check there before reaching out to the vendor.

9. WHEN CAN I EXPECT MY ORDER?

Each product has a production time in the description. Please add on an additional 3-5 business days for shipping to determine your estimated in-hand delivery date. If you need the item in hand by a specific date, please enter it in the comments section at checkout.

10. WHO DO I CONTACT IF THE MERCHANDISE IS DEFECTIVE, HAS NOT BEEN RECEIVED AND/OR IF THE QUANTITY OR MERCHANDISE IS INCORRECT?

Please contact the vendor directly: Jersey Shore Printing / 732.782.9100/
customer.service@jerseyshoreprinting.com