

## Awards & Gifts FAQ's

### When will I receive my order?

Production time is typically 3-5 business days from art/order approval but may vary depending on work volume. Production time may change during peak times of year. Once your order ships it follows the UPS transit time. For more information call 800.834.9093 or email us at [orders@masterteacherawards.com](mailto:orders@masterteacherawards.com)

### Who will be delivering my order?

We have entrusted UPS to safely deliver our products and offer a variety of delivery methods.

Ground

Two Day Air A.M.

Two Day Air

Next Day Air Early A.M.

Next Day Air

### By selecting Ground as my delivery method, how many days will my package be in transit?

[Click Here](#) to find your state on the UPS Time-in-Transit Map.

### How can I track my order?

Once your order ships from our warehouse you will receive an email with your tracking number.

### Can I get a copy of your W-9 Form?

Of course, [here it is](#).

### Can I get a quote?

Of course! We have 4 convenient ways that you can request a FREE quote. [Fill out this short form](#), call us at 800.834.9093, email us at [orders@masterteacherawards.com](mailto:orders@masterteacherawards.com) or start a chat with us right here on the website. Thank you for giving us the opportunity to provide a quote. We will email the quote to you within one business day.

### I am tax exempt but my order has taxes on it.

During the checkout phase there will be an opportunity to upload your tax-exempt form. Once we receive and verify your information, we will adjust the taxes off the order and email you a new sales order.

### Can I place my online order using a Purchase Order?

Yes, we accept PO's. To place your order online using a PO you must log in to your account or create an account. To do this, scroll to the top of the website and click on *Login or Register*. If you're registering for the first time, use your email for your username. After you've logged in

there will be an opportunity for you to provide your PO number and even upload your purchase order during the payment method of the checkout phase.

### **Can I place my online order using a Purchase Order if I check out as a Guest?**

Unfortunately, no. If you check out as a Guest you will be required to pay with a credit card. The credit card will not be charged until your order ships from our warehouse. We recommend creating an account which would give you the ability to place orders using a PO with net terms of 30 days. See the previous question for details on how to create an account.

### **What if I forgot my login password for the website?**

No worries, scroll to the top of the website and click on *Login or Register*. Under *Returning customer* click on *Forgot password?* and a link will be emailed to you. From there you can reset the password.

### **Where do I send my artwork/logo?**

You can upload your artwork/logo directly to our website. Look for the *gray Upload Artwork* box on any custom product page. There you can attach your artwork file. After you go through the checkout process on the website site, your file will be sent to us. Or you can email your artwork to [orders@masterteacherawards.com](mailto:orders@masterteacherawards.com)

### **What type of file format should I send my artwork/logo in?**

In order of preference: EPS, AI, PDF, PSD, TIF, JPG, PNG  
Click Here for file format details.

### **Will I be able to see a proof of my logo before production begins?**

Yes, your FREE art proof(s) will be emailed to you within 24 hours or one business day.

### **If I don't have any artwork, will someone be able to work with me to create it?**

Yes, we have an in-house design team who can bring your vision to life. Just send us your thoughts or ideas and we'll take it from there. We will not produce any items without your approval.

### **Can I order by phone?**

Absolutely! An Awards & Gifts Specialist would be happy to help you. Our number is 800.834.9093. We are here for you M-F from 7am to 6pm CT.

### **I have an event coming up. Can you help me find the perfect gift?**

Our team of Awards & Gifts Specialists are here to help you find the perfect award, appreciation gift, or promotional item for your next event. You can [fill out this short form](#), call us at 800.834.9093 or email us at [orders@masterteacherawards.com](mailto:orders@masterteacherawards.com). Just provide a few details and we will send some ideas via email within one business day.

**Can I see what I ordered last year?**

Yes, just log in to your account, look under *Purchases and Reorder Items*. If you do not see any history, please contact us at 800.834.9093 or email us at [orders@masterteacherawards.com](mailto:orders@masterteacherawards.com).