

## **Free Branded T-Shirts:**

**“I really like the t-shirts offered during the Free Branded T-Shirts program. Will those be available for purchase?”**

**“We don’t have them available for purchase right now but be on the lookout for future communications on how to purchase these shirts in the future.”**

**Please note, these shirts are currently only available for the Free Branded T-shirts Program. We are looking into ways to make these available for purchase in the future. Communications regarding how to purchase these shirts will be shared once they become available.**

### **1. I am a legacy SiriusXM employee who previously had a login on the old store. Will that still work?**

- No, those credentials will no longer work. You will now need to log into the store via Center Stage using your corporate computer username and password when OneLogin authentication prompts you for credentials

### **2. How do I place an order?**

- Ordering from the Webstore is easy. Please place your orders online. All orders placed through the web are secure. Simply follow the checkout process to completion.
- If you encounter any issues, please contact our dedicated account representative, Rich Bracken Monday through Friday from 9 a.m.– 5 p.m. ET, at (732) 617-3022 or [Richb@inkwellusa.com](mailto:Richb@inkwellusa.com).

### **3. 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 change the quantity of an item, update the number in the gray quantity box and click the Update Cart button.
- 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 Rich Bracken at (732) 617-3022 or [Richb@inkwellusa.com](mailto:Richb@inkwellusa.com) and he can assist you with placing your order.

### **4. 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 our eCommerce team at (732) 617-3022 or [sxmemployee@inkwellusa.com](mailto:sxmemployee@inkwellusa.com) at for assistance.

**5. 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 [sxmemployee@inkwellusa.com](mailto:sxmemployee@inkwellusa.com) 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 Inkwel 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 Rich Bracken for assistance.

**6. How can we ensure that only employees can access the store?**

- The employee store will only be accessible via OneLogin thus external parties will not have credentials to access the site.

**7. Who do I contact for general questions or concerns regarding the Company Employee Store? -**

Please contact [EmployeeExperience@siriusxm.com](mailto:EmployeeExperience@siriusxm.com) for assistance.

**8. Am I able to return or exchange an item?**

- Yes, we can process a return or exchange provided that you send the item back within 30 days of purchase. Please note, the item must be returned in its original condition and not worn or used in anyway. If you have any questions on the process, please email [sxmemployee@inkwellusa.com](mailto:sxmemployee@inkwellusa.com) for assistance.
- **EXCEPTION: shirts obtained through the Free Branded T-Shirt Program cannot be returned or exchanged.**

**9. I would like to place a bulk order for a business purpose (event, etc.). How can I process payment via invoice instead of via personal credit card?**

- You are able to purchase items in bulk for business purposes and invoice the company for the related purchase by using the Inkwel Product Catalogue available in Jaggaer. [HERE](#) is a link to that catalogue. It has all of the same items as the Employee Store but allows for invoice processing instead of payment via personal credit card. If you try to access the catalogue via the link above and it does not work, please email [procurementinbox@siriusxm.com](mailto:procurementinbox@siriusxm.com) for assistance.