



FREQUENTLY ASKED QUESTIONS

General Questions:

Q: I noticed a credit card charge from “TCT*TAYLOR COMM SR,” what is it for?

A: If you see a charge on your credit card from “TCT*TAYLOR COMM SR” it is because you or someone from your company purchased products direct from Taylor or through the Cenex Shop. Please contact us if you are having trouble locating the record of your order.

Q: I forgot my login / can’t login, help!

A: Please email cssantafespring@taylor.com or call 1-800-446-7046 to receive a manual password reset.

Q: How soon will my credit card be charged?

A: You will be charged shortly after your product has shipped.

Q: How do I use a promo code?

A: Once all of your items are in your shopping cart, enter the applicable promo code in the box provided and click “Apply Discount”. Your new total will appear at the bottom of the payment page.

Please Note: Promo Codes do not cover tax & freight. In addition, a credit card will be required for check out.

Q: I would like help planning an event or promotion!

A: For help planning your event or promotion, refer to your Local Store Marketing Guide or email us at refinedfuelsmarketing@chsinc.com.

Shipping Questions:

Q: When will my order ship?

A: Items showing inventory will ship within 72 hours. Custom products note otherwise. Once your order has been processed for delivery and shipped out from our facilities, you will receive a shipping confirmation. If you don’t receive an email, check your spam folder.

Q: Where is my package? Tracking information hasn’t updated.

A: Once a package departs our facility, we are able to see the same tracking information the same as you. Domestic packages should be received within two weeks of shipping confirmation. Please contact us if you are a US customer and have not received your order after two weeks.

Q: How much does shipping cost?

A: Shipping prices are dependent upon the number of items, weight of items ordered & destination.

Q: Where can you ship to?

A: We can ship to anywhere in the United States. Please note that pricing and transit times may vary depending on your shipping location. For international shipments, please contact cssantafespring@taylor.com.



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Returns, Cancellations and Exchange Questions:

Q: I placed an order and need to cancel it, what do I do?

A: Please reach out to cssantafespring@taylor.com.

Q: Can I exchange or return an item for a different size?

A: If inventory is shown for a product, you are able to return an item. However, there is a \$25 return fee and you will be responsible to cover the cost of freight.

Custom Print and Direct Mail Questions:

Q: How do I purchase a mailing list for my direct mail?

A: If you would like to purchase a mailing list, please contact Noah.Fredrickson@taylor.com to walk you through identifying your mailing demographic and to provide information on the cost of your list. This will be billed as a separate line item on your invoice.

Artwork Questions:

Q: What is the recommended artwork file format for print & promo items?

A: Please refer to the "Graphics Guidelines" pdf located on Cenex Shop.