



Osaic's ProShop Print Center, powered by Vista Corporate Solutions Frequently Asked Questions (FAQs)

How do I change my password?

From the ProShop Print Center login page, click 'Don't remember your password?'. You will be prompted to enter your email address, and we will send you an email to reset your password.

Can I save my credit card information for future use?

Card info will be stored under **My Account > Account Details**. Credit card information is securely and automatically stored during checkout. Next time you return to checkout, simply enter a new card (this will overwrite the existing one) or, you can select to use the stored card on file (will display last 4 digits).

What measures do you take to ensure the data and credit card information remains secure?

We maintain reasonable physical, electronic and procedural safeguards designed to help us protect your nonpublic Personal Information against loss, misuse, disclosure and alteration. For example, we use Secure Socket Layer (SSL) technology to encrypt your credit card information when purchasing products through the site or through any offline method.

Vista Corporate Solutions has set out in its privacy policy how we collect, use, disclose, store and protect the information that you submit to us during the use of the site or when placing an order through any offline method. The privacy policy applies to every site visit, every use of our services, every purchase of any product, and every transaction and agreement that is concluded through the site or through any offline method. For more information, please see our privacy policy [here](#).

What is the return policy?

If you are unsatisfied with an order, please don't hesitate to contact our support team by calling 844-462-9288 or emailing support@ourproshop.com. Customer satisfaction is essential to us, and we'll do everything we can to make it right.

What should I do if I receive a damaged package?

Contact us right away. We stand by our 100% Absolute Guarantee promise. If you could provide photos of the product received, it would be greatly appreciated. This is vital to helping us improve our service.

What type of confirmation will I get after placing an order?

Once you place an order, you will receive an order confirmation via email from no-reply@t.ourproshop.com.

Will I get a notification and tracking number when my order has shipped?

Yes. Once your order ships, the delivery method and estimated arrival date are provided in the shipment confirmation email.

You can also check the status of your order any time by by accessing your ProShop Print Center order history. You can access this via **My Account > My Orders**. Then, click on the order you want to view details.

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What is the standard shipping time once an order is placed?

When you purchase an item(s) in the ProShop Print Center, you'll see a variety of shipping speeds. Once you select your shipping option, you will receive an expected delivery date. Shipping and production times are included in our expected delivery date.

What are the available shipping speeds offered?

The shipping speeds depend on your location. Generally, the shipping speeds are:

- 4 business days
- 5 business days
- 8 business days
- 10-15 business days (on select products)

Please note that pricing can vary depending on your location.

What is the cost of shipping?

Vista Corporate Solutions is proud to offer free standard shipping on all orders over \$50. Shipping price will be displayed at checkout. Pricing and shipping can vary depending on your location and are subject to change.

Can I change/cancel my order?

Yes, for most products. Once your order has been printed, it cannot be canceled or changed. To cancel an order or item, the customer should:

1. Access their ProShop Print Center order history from **My Account > My Orders**.
2. Click on the order.
3. Click **Cancel** on the order you wish to cancel. Please note that if you do not see a Cancel button, production has started and the order cannot be canceled.
4. Select a **Reason for Cancellation** from the drop-down menu and add any optional comments.
5. Confirm you would like to cancel.
6. You will receive an email confirming the cancellation.

If you need additional assistance, we recommend reaching out to our support team by calling 844-462-9288 or emailing support@ourproshop.com.

What happens if a package is scheduled for delivery when I am not available?

Once an order has shipped, you will receive tracking information. We suggest contacting the shipping carrier if an order is delivered during non-business hours to determine when the carrier will attempt redelivery. Most carriers will attempt delivery several times before the item is returned to sender. We use a variety of shipping carriers to deliver your order, including United States Postal Service (USPS), UPS, FedEx and Canada Post.

If you need additional assistance, we recommend reaching out to our support team by calling 844-462-9288 or emailing support@ourproshop.com. ProShop Print Center Frequently Asked Questions (FAQs) are provided for additional information and clarity.