

# Baptist Swag Store FAQs

## Simple, Secure Online Ordering

### Who can order from the Baptist Swag Store?

All Baptist team members! We've created the online store so you can order branded items at your convenience. Order from the secure online store [shopbaptist.com](http://shopbaptist.com) and have items shipped directly to the address of your choosing. Shipping, handling and tax costs will be applied to all orders.

### How quickly will I receive my order?

For our initial launch of the store, we expect that items will be received within 12 – 15 days of ordering. If our inventory runs out, it may take a little longer for delivery as items are replenished. We expect delivery time to shorten after we get up and running efficiently.

### Is payroll deduction available?

Not at this time. But we will explore getting payroll deduction in place.

### Are there vouchers for reward and recognition options?

Not at this time. But we will explore getting this option in place.

## Bulk Orders for Teams/Departments/Events

### I need to purchase larger quantities for my department. Do I order from the Baptist Swag Store website?

No. The website is for team members to make individual purchases. The Baptist Swag Store does not take the place of the current bulk order process for departments and special events. Those orders will continue to go through the Baptist marketing team. Complete the Marketing Request Form for bulk orders. A marketing representative will guide you through the process.

## Inventory

### Will the inventory change?

Merchandise will be continuously monitored to determine what is popular and ensure that those items are in stock. New items may be added periodically. If you have suggestions, please email your recommendations to [voices@bhcpns.org](mailto:voices@bhcpns.org).

### How do I suggest items for the Baptist Swag Store?

Email suggestions to [voices@bhcpns.org](mailto:voices@bhcpns.org). Recommendations will be reviewed for consideration when inventory is evaluated.

## Brand Adherence/Customization

### Can items with different colors, fonts and designs be added?

No, not at this time. Logo apparel for the Baptist Swag Store must follow our brand guidelines. We are offering an initial smaller inventory of items and will look to add more options that meet our brand guidelines in the future.

### Are there any other choices and can items be customized to add location and department names?

No, we are not permitting department names, service lines, team member names, slogans or any other customizations at this time. We are offering a smaller initial list of options to start. The Baptist Swag Store is organizational-wide, reflecting our Baptist team's approach to care. We will explore adding Andrews Institute and Baptist Medical Group items in the future and other merchandise will be added to the Baptist Swag Store over time. If you have suggestions, please email your recommendations to [voices@bhcpns.org](mailto:voices@bhcpns.org) for future consideration.

## Shopping with a Purpose

### Does Baptist profit from this Swag Store? If so, where does the money for these items go?

All prices reflect the true cost, however, 10% of every sale will be donated to the Baptist Health Care Foundation Helping Hands program. Helping Hands provides funding for three main areas: assistance for team members and their families, giving back to our community and supporting our Mission of helping people throughout life's journey. No other fees are added to benefit Baptist Health Care.

## Returns/Exchanges

### What if I have a problem with my order or need to return/exchange something?

Our Inkwell vendor prides itself on excellent customer service. They have informed us they are not in the business of our team members simply liking their service. Rather, they are in the business of our team members loving their service. If you have any issues with your order, please contact Gary Brill with Inkwell directly at [garyb@inkwellusa.com](mailto:garyb@inkwellusa.com).

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