

# **GORE® Vents Online Store**

## **Frequently Asked Questions (FAQs)**

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### **Ordering**

#### **Can I order any GORE® Vent product from the online store?**

The GORE® Vents Online Store is customized for your account and includes the products, pricing, terms, and preferences associated with your account. You will only be able to view and purchase products per the details in your contract.

#### **Are all the products listed in my online store in stock?**

No, Gore's available inventory is not reflected in real-time on the site. When an order is placed on the GORE® Vents online store, you will receive an estimated ship date. Within one business day after placing your order, you will receive an order acknowledgment with a confirmed ship date.

#### **How far in advance can I schedule an order?**

It's possible to schedule GORE® Vents orders up to one year in advance so you can plan for future business needs.

#### **Does the GORE® Vents Online Store pricing reflect my price and volume breaks?**

Yes, the prices and available volumes you see in the GORE® Vents online store reflect the specific pricing and terms for your account.

#### **Does the order total reflect estimated taxes?**

Yes. If you do not have tax-exempt status, your cart will automatically calculate your estimated tax. If you have tax exempt status and have provided a tax exemption form to Gore, your order total will not reflect include additional tax costs.

#### **Does my total include shipping?**

At checkout, your total will include product costs and product-related charges but will NOT include shipping costs. Shipping costs will be calculated when your product is ready to ship and will depend on the shipment method you select. Shipping costs are reflected in your final invoice.

#### **How can I receive the pro forma invoice if I have prepayment terms?**

A customer service representative will send a pro forma invoice within two business days of receiving your order.

### **Can I place one order with multiple lines and different dates at once?**

Each different part number can have its own delivery dates; however, single part numbers cannot be split into multiple orders with different delivery dates. Each requested delivery date for a single part number needs to be placed as a separate order.

For example, if you're trying to order parts 123456 and 987654, you could put both parts on the same order with different delivery dates. If you are only ordering part 123456 and need 60,000 of those vents in the first month and the remaining 40,000 in 6 months, you will need to place two different orders.

## **Lead Times**

### **What is a typical lead time for GORE® Vents?**

Each GORE® Vent product has a unique lead time. During checkout, the earliest available ship date for the products you ordered will be estimated. Within one business day of placing your order, you will receive an order confirmation with a confirmed ship date.

### **Can I get a shorter lead time for a standard order?**

When you place your order on the GORE® Vents online store, you will see an estimated ship date for your products based on current lead times. Please contact your Gore representative if you would like to expedite your order. Expediting fees could apply.

## **Shipping and Delivery**

### **How can I track order shipments?**

You will receive an automated email with tracking details when your order ships from the Gore facility. If multiple items are shipping at different times, you'll receive an email for each partial shipment. For more specific shipment tracking information, check with your delivery carrier.

### **Can I place an order and ship to a different location than I normally use?**

Yes, but the shipping address must be adjusted before adding items to your cart. If you change the shipping address and the products you are trying to order no longer appear, or you need to add shipping addresses to your account, please use the Contact Us form.

### **How do I know Gore is using the correct carrier account number?**

The carrier information you provided will auto-populate in your online account. If you need to change your carrier details, use the Contact Us form.

### **Can I ship directly to my customer, or to another branch of my company?**

Yes. Be sure to select the shipping address before adding the products to your cart. Your order will ship via the method you selected for that address at the time you created it in your account. If you need to ship to a location that is not in your address book, please use the Contact Us form to add a new shipping location.

### **Managing and Tracking Orders**

#### **How do I check the status of an open order and/or view my previous orders?**

Click the "Account" link in the top right corner of the online store to check the status of an open order. Click the "Order History" link on the homepage to view previous orders. If you need additional information that is not detailed in your order history, please use the Contact Us form.

#### **Will I automatically receive shipment notification emails?**

Yes, automated order confirmation and delivery notification emails will be delivered to the email account associated with the online store login.

### **Accounts**

#### **How will my credit card information be stored?**

For security purposes, Gore does not retain credit card information in its systems. Your credit card information is provided directly to the card processor upon receipt of your order. The credit card processor provides a token to Gore upon authorization of your card which is retained by Gore until your order ships. At the time the order ships, the token is returned to the credit card processor and your card is charged for the shipment.

### **Support**

#### **How can I get in touch with your customer support team when I need help or have a question?**

Use the Contact Us form, available in the online store, to quickly get in touch with Gore's dedicated customer support team. All requests will be routed directly to your specific service team which reduces customer support wait times.