



Reading Truck's Online Company Store: FAQ

General Information:

Q: What is the Reading Truck Online Company Store?

A: The Reading Truck Online Company Store is a centralized store for Reading Truck apparel, promotional items, literature, business cards, event materials, and distributor resources.

Q: Who can shop or access the store?

A: The store is available to Reading Truck team members and approved distributor partner,

Q: Who is the company store vendor?

A: ANRO, based in West Chester, PA, manages Reading Truck's Online Company Store, supporting promotional items, fulfillment, print materials, apparel, business cards, trade show needs, and more.

Products & Availability:

Q: Are all items available to both team members and distributors?

A: Not all items may be available for every user group. Some items are intended for internal use, distributor use, or specific business needs. Please review each product description before ordering.

Q: What if an item is out of stock or does not have enough quantity available?

A: If an item is unavailable or you need a larger quantity than what is shown online, contact Marketing to confirm availability, restock timing, or alternate options.

Q: Can I request an item that is not listed in the store?

A: Custom or non-inventoried items may be available depending on minimum order quantities, lead times, and approval. Contact Marketing to place a custom item request.

Apparel & Sizing:

Q: Are all apparel sizes available for every item?

A: Available sizes may vary by product, inventory, and style. Some clearance items may only be available in select sizes.

Q: Can I exchange apparel if I order the wrong size?

A: Exchange availability may depend on the item, inventory, and order status. Contact ANRO's Help Desk and Marketing for support with order-related questions.

Literature & Business Cards:

Q: How do I order business cards?

A: Log in to the Online Company Store and visit the Business Cards section. Submit the required information for your business card order. Please allow time for printing and fulfillment.

Q: How do I order brochures or literature?

A: Brochures and literature can be ordered through the appropriate marketing or promo tools section of the store. Product descriptions will include packaging quantities and any relevant ordering details.

Q: Are digital versions of brochures or flyers available?

A: Digital versions may be available through Reading Truck's website or linked directly in the product description when available.

Distributor & Event Orders:

Q: Can distributor-only items be used at Reading Truck Centers?

A: No. Items marked for distributor use only should not be used at Reading Truck Centers unless approved.

Q: I need event materials. How do I get access?

A: Event item access is provided on a case-by-case basis. Please reach out to Marketing for access to event items. Once access is provided, visit the Events tab on the Company Store.



Q: What should I do if materials aren't available for an upcoming event?

A: Contact Marketing as early as possible to confirm the correct items, quantities, deadlines, and shipping needs.

Shipping, Payment & Order Support:

Q: What shipping method is used?

A: Orders are typically shipped through standard ground shipping unless otherwise arranged. If you need an order expedited, contact Marketing as soon as possible to coordinate. Most in-stock orders placed by 12 p.m. ET ship the same day and may take up to 6 business days to arrive, depending on location.

Q: How do I pay?

A: Users can pay with a credit, debit, or gift card at checkout.

Q: Can I pay through payroll deduction?

A: Payroll deduction is not currently supported for Online Company Store orders.

Q: Can I cancel my order?

A: If you need to cancel an order, contact ANRO's Help Desk at helpdesk@anro.com as soon as possible. Cancellations may depend on the order status.

Q: What should I do if my order arrives damaged or if I receive the wrong item?

A: Contact ANRO's Help Desk with your order number and a description of the issue. Include photos if available.

Q: Can I return or exchange an item?

A: Return and exchange options may depend on the item type, inventory, and order status. Contact Marketing for assistance.

Access & Support:

Q: What should I do if I cannot access certain items?

A: Some items may only be available to specific user groups, such as internal team members or distributor partners. If you believe you should have access to an item, contact Marketing.



Contacts:

ANRO Help Desk: helpdesk@anro.com

For login issues, website errors, technical support, order issues, cancellations, damaged items, or incorrect items.

Marketing Contact: RT Company Store — Companystore@readingtruck.com

For product questions, large orders, custom item requests, distributor materials, event materials, or item availability questions.