



How to use the eStore

How to order

- To access the RTOERO eStore, go to rtoerostore.ca
- At the top of the homepage, you can select either English or French site.

Choosing artwork and design

- All logo files and brand colours are available to you directly in the eStore.
- When placing an order, you may be prompted to choose the preferred version of your logo from the options available. Please select design preferences at the time you place your order.

Quantities

- Indicate the quantity of items you are ordering.
- Please note that some items are bundled in convenient pre-set amounts.

Delivery

- In-stock items are shipped out next business day. Expected delivery time is based on chart below.

British Columbia	approximately 5 business days
Alberta	approximately 4 business days
Saskatchewan	3-4 business days
Manitoba	2 business days
Ontario - Quebec	overnight
Atlantic Canada	approximately 3-4 business days

- Remote locations will take an additional business day for delivery.
- Custom orders will take longer. Turnaround time will be confirmed during the order process.
- Provide your desired delivery and billing address. You can have items addressed and delivered to any location you prefer.
- Please provide any special instructions for delivery or the address label.

Payment

- You will pay for all orders directly online via credit card.
- If the order is for district use, submit the receipt to your *District Treasurer* for reimbursement.

Special requests

- You can submit custom requests directly in the eStore comment box.
- You may also email any request, copying both Rachel Wach & Kayla McKenzie.

Contacts

- rtoero@scorepromotions.com or 1-888-573-0986
 - Rachel Wach, Score Promotions, Senior Account Manager, rachel@scorepromotions.com
 - French customer service: Victoria Cake, victoria@scorepromotions.com
- Kayla McKenzie, Marketing and Communications, RTOERO
kmckenzie@rtoero.ca, 416-462-9463/1-800-361-9888 x 281