

# New Website FAQs

## NEW WEBSITE TO LAUNCH SOON!

At Hoffmaster, we are working diligently behind the scenes planning a new website that will offer tremendous benefits to our customers. Finding, ordering and customizing products will be easier than ever!

Do you have questions about the new site? No problem! We've developed the following list of FAQs to help you get the most out of your online experience with Hoffmaster.

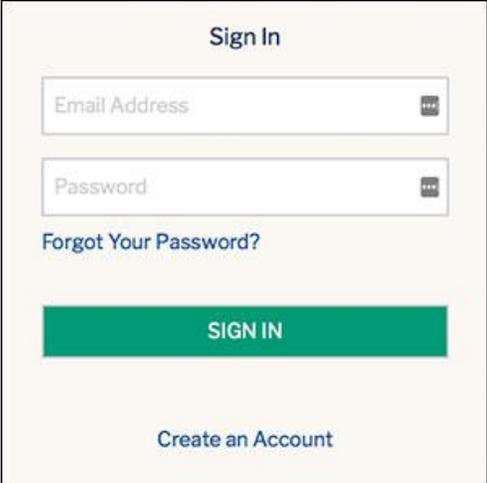
## Your Customer Account

### 1. Will my log-in and password work on the new website?

We will be unable to transfer your account information from our former site. But, setting up your account on the site will be easy with step-by-step instructions.

### 2. Do I need to change my password?

While you will need to set up a new account, you can use the same password you now use on our current site.

A screenshot of a web form titled "Sign In". The form has a light beige background. At the top, the title "Sign In" is centered. Below the title are two input fields: "Email Address" and "Password". Each field has a small icon on the right side. Below the "Password" field is a link that says "Forgot Your Password?". At the bottom of the form is a large green button with the text "SIGN IN" in white. Below the button is a link that says "Create an Account".

### 3. My payment and shipping information are saved within my current website account. Will that information transfer to the new site?

We are unable to transfer this information to the new site. When you create your account on the new site, you can also add your payment and shipping information.

**Create Account**

Firstname\*

Lastname\*

Email Address\*

Name of Organization

Password\*

Confirm Password\*

\* Required Field

**CREATE AN ACCOUNT**

#### 4. What will I be able to do within my customer account?

You will be able to

- Store, add and delete credit card information
- Change your payment options
- Store, add and delete shipment addresses
- Review past orders and payments
- Add products to a favorites list

**hoffmaster**  
*City Fashion Design*

Shipping Address

Email Address\*

You can create an account after checkout.

First Name\*

Last Name\*

Company

Street Address\*

#### 5. Why was the loyalty program discontinued?

You will not lose any points you have accumulated through the loyalty program. We will convert your points into a coupon code that can be used at checkout on the new site.

#### 6. How do I use my coupon codes?

At checkout on the new website, you will be prompted to enter a coupon code.

## **7. Can I use more than one coupon for an order?**

Yes, you may use more than one coupon in your order and enter multiple coupon codes at checkout.

# Buying Products

## **1. How will searching for products change?**

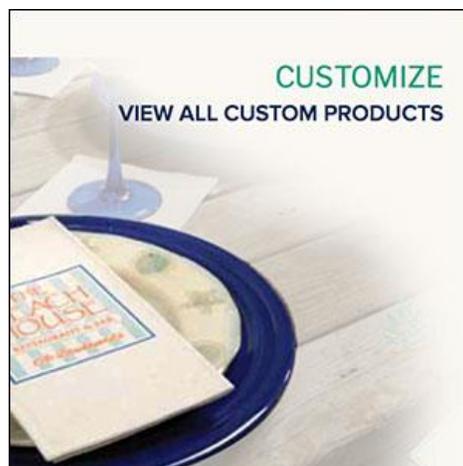
Searching for your favorite Hoffmaster product will be much easier! Our new site navigation highlights each product line (e.g. napkins, placemats, etc.) as well as the brands you know and love. You'll be able to find the exact product you are looking for with the ability to filter products by size, material, color and more.

With our new "Customize" tab, you'll be able to quickly see which products can be customized just for you and walks you step by step through the process.

Our Home page also will inspire you with our best sellers and introduce you to new products. Plus, you'll be able to download our catalog to get all the details about each of our products.

## **2. What does "customize" a product mean?**

You will now be able to fully customize your product online! We're including the ability to add text and graphics to your product and see a preview even before you submit your order. Plus, you'll be able to save your design and even share your custom product with your friends and followers on social media platforms.



## **3. Will the checkout process change?**

No, you will still be able to checkout with a credit card or PayPal account.

## **4. Will you still accept the same forms of payment?**

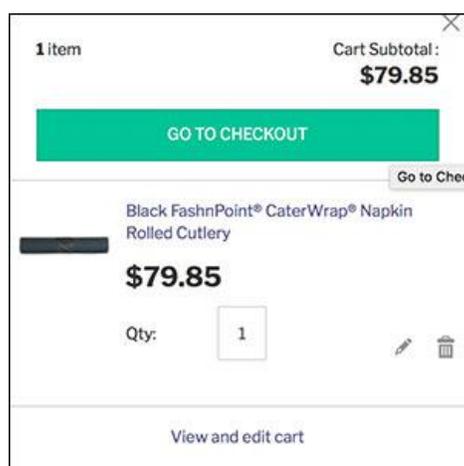
Yes! We will continue to accept Visa, MasterCard, American Express, Discover, and PayPal. All payments are securely processed through PayPal. Hoffmaster will not have access to any credit card information.

## 5. What information will be available about my order?

Once you place an order, you will receive an order confirmation and shipment notification with tracking information. Your order history also will be available to make reordering a breeze.

## 6. Are there other features that will help me with my orders?

With the easy email signup and new blogs posted each month, you'll be notified about new products and get great ideas on uses for Hoffmaster products.



## This all sounds exciting! When will the new website go live?

We anticipate launching the new website in August. Until then, watch your emails for updates and information you'll need to be prepared for the logging in to the new site.

If you have questions in the meantime, please contact Customer Care at [marketing@hoffmaster.com](mailto:marketing@hoffmaster.com) or 800-558-9300.