

General FAQs

Click on the question and you'll be directed to the relevant article in our Help Center.



Placing an order

Building a cart and checking out

- [How do I place an order?](#)
- [How do I set shipping preferences and order instructions during checkout?](#)

Adding products to your cart & catalog

- [How do I purchase products that are not in my catalog?](#)

Creating and scheduling Product Lists

- [How do I create product lists for repeat orders?](#)
- [How can I schedule recurring orders?](#)
- [How can I share my product list with my team?](#)

Understanding Substitution Preferences

- [How can I set substitution preferences for items?](#)

[Additional tips for setting substitution preferences](#) →

[Catalog Substitution Preferences one-pager](#) →

After you order

My Orders Page

- [Where do I view the status of all my orders?](#)

Returns, Exchanges, & Missing Items

- [How do I make a return, exchange, or report a missing item?](#)

Tracking your order

- [How can I track the status of my order?](#)
- [How can I receive email notifications for tracking information?](#)