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Windsor Literature and Promotional Materials Fulfillment Site

Frequently Asked Questions & User Guide

Q: WHERE IS THE NEW SITE?

A: Go to the Windsor Web Site (www.windsorind.com) and click on “Quick Links” and then “Order Literature and Promotional Items”. It will take you to the **new literature website**. Always go thru the Windsor Link!

Q: How is this website different from the old Fulfillment site?

A: It has more visual navigation. The “Main” page shows a thumbnail image of all product categories. It is simply better technology, allowing better inventory management and control. It will let you find and select the items you need more quickly and without confusion.

Q: How is this website organized?

A: Products are grouped in 2 ways: “Product Categories” and “Group Categories”. When you first log on, the homepage shows the “Product Categories” which are organized by *literature or promotional products*. For example, “literature”, means all literature products are in this category. The Product Categories will always be listed in the menu on the left-hand side. Once you click on a Product Category, the items are listed in order by Part #.

Q: How do I find what I’m looking for?

A: Start by using the Product Categories to find the type of materials you’re seeking. If you need sweepers, click and it will expand to your choices. You may also search for the type of product in the “Search” bar in the upper-right.

Q: When I “Search” for something, I don’t get very good results. Why?

A: Try using singular words when you search, for example, “sweeper” instead of “sweepers”. The items are named with singular descriptions in most cases. This will help you find items featuring specific products.



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Q: Are all the product details shown when I click on a category?

A: Not necessarily. Click on the product's "Name" to see the full detail on that product. You can also click on the image to see a larger image of the product.

Q: How much do the items cost?

A: Almost all literature items are pre-paid. All promotional items are to be paid at check out.

Q: What about shipping costs?

A: Windsor is paying for "Ground" shipping only on all orders to begin with, but reserves the right to begin charging shipping at any time. Any Next-Day or 2nd-Day Air shipments must be paid for with Credit Card by the person ordering.

Q: Will this site save my shipping address?

A: Yes. When you place your first order, it will save all your shipping information in your "Address Book". The Address Book can be found in the left-hand menu under "User Options".

Q: How can I quickly find the items I frequently order?

A: Save the item to your "My Favorites" list: Click the product's name to see the full details, then click the "Add to Favorites" button. Once you do that, a link will appear under the "User Options" section on the left for "My Favorites".

Q: If an item shows "Out of Stock", can I order it anyway and have it on Backorder?

A: No. We do not allow backorders. Check back later to see if there is new inventory. If not, contact Natalie Damon, listed below.

Troubleshooting: Who to contact?

For website or inventory problems, please contact:

Rastar Customer Service (801)978-5537

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If you are looking for something you can't find on the site, contact Natalie Damon at Natalie.damon@windsorind.com or you can also always contact Janine Reeder at Janine.reeder@windsorind.com