

FAQ

Q: What is the Rewards Program?

A: Our Rewards Program is designed to thank all of our customers for ordering with Union Supply. All customers are able to choose 2 rewards items just for ordering and can receive up to 3 more items depending on how much is spent on a quarterly package. If you are shopping on our website, you may pick your rewards items during the checkout process.

Q: Who Qualifies for the Loyalty Rewards Program?

A: If you purchased a package from Union Supply Direct any quarter between January 2015 and June 2016 you are eligible for our Loyalty Rewards Program for the 3rd & 4th Quarter of 2016. If you purchase a package during 3rd quarter of 2016 you are eligible for our Loyalty Rewards Program for the 4th quarter of 2016.

Q: Does Union Supply Sell Mixed Tapes?

A: Mixed Tapes are not available.

Q: Will I receive confirmation that the package was shipped?

A: If you have provided an e-mail address, you will be notified when we have received your order and when the order is shipped.

Q: How can I tell if my package has delivered to the facility?

A: You can find this information by e-mailing us at Ccustomerservice@unionsupplydirect.com or by calling customer service toll free at 1-855-247-6098.

Q: Why is my order on hold?

A: There are various reasons why your package may be on hold. If have questions regarding your order, please email our Customer Service Department at Ccustomerservice@unionsupplydirect.com or you can call customer service toll free at 1-855-247-6098.

Q: How do I get my credit for shortages and damages?

A: It is the responsibility of the offender to report any missing or damaged products to a CDCR employee at time the package is received from R&R. If the order is damaged or not correct, all discrepancies will be noted on the invoice provided and reported back to Union Supply Direct by the facility staff for correction. Any discrepancies reported by the third party purchaser of the package will not be accepted or honored, unless the claim is verified by the R&R department at the facility. Once the offender has left receiving and release with the opened package, no discrepancies can be reported. Union Supply Direct is not responsible for any items ordered in error.

Q: What happens if the package is refused at the correctional facility?

A: Should the package(s) be refused because of our error, we will correct the problem and reship the package to the inmate at no charge to you. Should the package be refused for some other reason, we will provide a full refund to the person purchasing the order. Shipping is not refundable.

Q: What if I do not know where my loved one is located?

A: It is very important that you choose the correct facility in which your inmate resides or your package will get refused. If you are not sure of the facility name, we have included a helpful link to the California Correctional Facilities website. <http://inmatelocator.cdcr.ca.gov>

Q: My inmate transferred – what will happen to my order?

A: Union Supply currently uses the CDCR's Strategic Offender Management System (SOMS) to help tracking of an offender anywhere, anytime throughout his or her life with CDCR. However, it is very important that you choose the correct facility in which your inmate resides or your package may get refused. If you are not sure of the facility name, we have included a helpful link to the California Correctional Facilities website: <http://inmatelocator.cdcr.ca.gov>

Q: What happens if someone else already placed an order for an inmate?

A: The facility regulations allow only one Quarterly package per quarter for inmates in Privilege Group A/B and one package per year for inmates in Privilege Group D. Part of our service to you is verification that your selected inmate is eligible for a quarterly package. Any order received after the first package has been shipping will not be processed. There is no limit on the number of Special Purchase packages you can send.

Q: How do I place an order?

A: You can place your order directly from this website

- To begin, please choose between a Quarterly Package or a Special Purchase package
- You must then enter the inmate California Identification number (CDC#)
- Pick the correct facility where the inmate resides
- To ensure that your package gets to your inmate, be sure to pick the correct facility in which the inmate is located, gender and privilege group
- Make product selections and then go to checkout
- If payment is made by credit card, your order will be shipped within 48 hours
- If you prefer to pay by check or money order, indicate that payment will be mailed and your order will be held and shipped as soon as payment is received
- We also accept orders via phone, fax and mail

Q: Do you offer dress out / parole packages?

A: Union Supply offers Apparel and Accessories for paroling inmates in the back of the California Quarterly Catalog. Orders must be submitted at least 45 days prior to the release date. Orders are shipped to the facility 2 weeks before the release date. For questions regarding your Dress Out Package order, please contact us at CAcustomerservice@unionsupplydirect.com or you can call customer service toll free at 1-855-247-6098.

Q: How do I know that items are acceptable at the facility?

A: We have taken the guess work out of shopping for you. The only items presented on the shopping pages are already approved by the state and/or facility so you can shop with the assurance that everything we make available has been pre-approved. Keep in mind that there are quantity limits on some items. Item restrictions change daily and we do our best to keep these as current as possible.

Q: How much will I be charged for shipping?

A: Shipping is \$5.95. Shipping fees are non-refundable.

Q: What is the maximum allowable weight of a Quarterly Package?

A: Per the State of California regulations, quarterly packages have a maximum weight limit of 30 pounds or 480 ounces, which includes packaging material. If your order exceeds the 480 ounce weight limit a notification will appear on your shopping cart. You must then remove items in order to meet the weight limit.

Q: How do I calculate sales tax?

A: No sales tax calculations are necessary. Some of the products are subject to sales tax but we have made your shopping more convenient by including sales tax in the price of these items.

Q: What if my order exceeds the weight limit or items are out of stock?

A: Ordering from the website will automatically calculate the weight of your total order so you can be confident that you are not ordering more than can be accepted in any one package. In the unlikely event that something is out of stock, your credit card will not be charged for that item or if you paid by check, you will receive a refund. If you have placed your order by mail and we find that it exceeds the weight limit, we will remove items until your order meets the weight limit and we will refund the price of any items we were unable to include.

Q: Do you make substitutions?

A: Due to the State of California regulations, we will only make substitutions if you approve us to do so.

Q: Why are some of my favorite brands not available?

A: We carry a broad selection of products that meet the stringent guidelines of the California Department of Corrections. Many of your favorite brands may not be considered appropriate for use inside a correctional facility or may not meet the strict packaging requirements. Please let us know however if you have an item that you would like us to carry and we will do our best to accommodate your request.

LIVE CHAT Q&A

Q: What is Live Chat?

A: Live Chat is a feature provided to our customers to ask any quick questions concerning the status of your order(s), availability of items, weight limitations, and any other questions.

Q: How do I use Live Chat?

A: Simply click on our (light blue) "NEW LIVE CHAT" tab on the top of our home page. Enter a nickname you wish to be displayed to our web chat representative, followed by your email address (Please use a valid email address to receive a copy of your "Chat Summary" at the end of your chat session) and the topic for the chat. Click on the message logo and a representative will be available shortly after.

Q: Can I place an order via chat?

A: Unfortunately due to security reasons, we are not able to take orders via chat. In order to place an order you will have to place it via web or over the phone with a representative.

Q: Can I cancel an order via chat?

A: In order to cancel your order you will have to call our Customer Service Department and cancel your order with a representative over the phone.

Q: Can I use Live Chat on my phone?

A: Yes, our Live Chat feature is also available on all mobile devices. You can chat with us by using your cell phone, tablet, laptop, and desktop computers.

Q: What time is Live Chat available?

A: Our live chat hours of operation are the same as our Customer Service Department hours, Monday-Friday 5am-8pm (PST) and Saturday 7am-1pm (PST).