



CERTIFIED FINANCIAL PLANNER BOARD OF STANDARDS, INC.

## CFP Board Merchandise Frequently Asked Questions

### How do I place an order?

Brochures and Certificates: Brochure and certificate transactions are handled by CFP Board and require you to sign-in to your CFP Board account to place your order. To place an order, log in at [www.cfp.net/login](http://www.cfp.net/login) and click on the “My Store” link on the left side.

CFP Board Online Store Merchandise: Transactions are handled by Sonic Promos and require the creation of a new, secure account when placing orders on the retail store. CFP Board does not share information from CFP Board’s database. To place an order, visit the [cfpstore.mybrightsites.com/](http://cfpstore.mybrightsites.com/).

Frames: Frame orders can be placed through [www.framingsuccess.com](http://www.framingsuccess.com) and does not require an account.

### Who do I contact about issues with my login or order?

Brochures and Certificates: Please contact us at [products@cfpboard.org](mailto:products@cfpboard.org). Photos and details of the issue are always helpful for swift resolution.

CFP Board Online Store Merchandise: Please contact Sonic Promos at [cfpstore@sonicpromos.com](mailto:cfpstore@sonicpromos.com). Photos are always helpful for swift resolution. Please include your order confirmation number.

Frames: Please contact Framing Success at [fsinfo@framingsuccess.com](mailto:fsinfo@framingsuccess.com).

### Ordering:

#### How do I apply a promotional code to my order?

Brochures and Certificates: After selecting your items and adding them to your cart, enter your promo code in the “Enter Promo Code” field and click “Apply.”

CFP Board Online Store Merchandise: After selecting your items, adding them to your cart, and filling out necessary account information, enter your promo code in the “Coupon code” field on the Payment page and click “Apply.”

Frames: After selecting your items and adding them to your cart, enter your promo code in the “Coupon code” field and click “Apply Code.”

#### Will I receive an order confirmation?

Brochures and Certificates: Yes! You will receive a confirmation and receipt via email once you place your order.

CFP Board Online Store Merchandise: Yes! You will receive a confirmation via email once you place your order and a shipping confirmation. You can also view your orders in your online store account by clicking your name in the upper right-hand corner.

Frames: Yes! You will receive a confirmation and receipt via email once you place your order.

## How long will my order take?

Brochures: Please allow **10-15 business days** for arrival after you place your order.

Certificates: Because of the intricate process involved in creating certificates, please allow **15 – 20 business days** for your certificate to arrive after you place your order.

CFP Board Online Store Merchandise: Please allow **15-20 business days** for arrival. Most items are produced in 10-15 working days, however production and shipping times may vary.

Frames: Please allow **5 – 10 business days** for arrival.

## Lost Package?

Brochures and Certificates: If you do not receive your order within 20 business days, please contact us at [products@cfpboard.org](mailto:products@cfpboard.org) within 5 business days.

CFP Board Online Store Merchandise: Please make sure to track your package once you receive your tracking number via email, and keep an eye on it. If your package is marked as delivered and you do not have it, please contact us at [cfpstore@sonicpromos.com](mailto:cfpstore@sonicpromos.com) within 5 business days. If your package was en route, and now shows as "pending", please contact the courier service with your tracking number, and they will be able to assist you.

Frames: Please contact Framing Success at [fsinfo@framingsuccess.com](mailto:fsinfo@framingsuccess.com).

## Return/Exchange:

**All purchases are final sale.**

Certificate orders: **Please check the name in your account prior to ordering.** We will not replace a certificate after ordering for misspellings, punctuation, or formatting issues.

## Damaged Goods:

Brochures and Certificates: For items that are defective or have been damaged in transit, please contact us at [products@cfpboard.org](mailto:products@cfpboard.org) within 5 business days and provide a picture of the damaged item.

CFP Board Online Store Merchandise: For items that are defective or have been damaged in transit, please contact us at [cfpstore@sonicpromos.com](mailto:cfpstore@sonicpromos.com) within 5 business days.

Frames: Please contact Framing Success at [fsinfo@framingsuccess.com](mailto:fsinfo@framingsuccess.com).

**Other questions? Please contact us at [products@cfpboard.org](mailto:products@cfpboard.org).**