www.stormtechperformance.com

FAQ & How-To Guide

Rev June 17, 2021

Contents

Selecting a Region

Site visitors will be prompted to select their region when arriving to the site. The website supports five regions: Canada, USA, United Kingdom, Europe and International. By choosing your region you will benefit from region-specific currency display, program information such as freight, and product availability.

SELECTING YOUR REGION

To browse the site as a guest, visitors must first choose their region. This can be done by clicking on the region pop up as shown below.
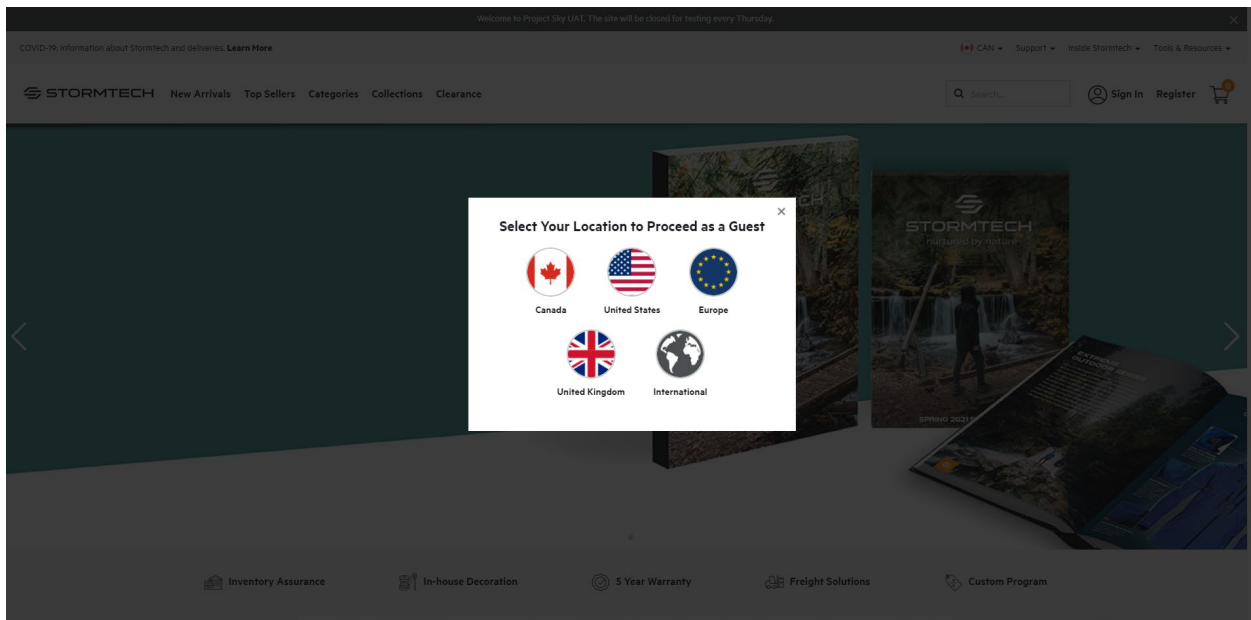

CHANGING YOUR REGION

You cannot change your region after you have signed in. Your region is assigned to your account. If you wish to view information for other regions, you will need to first sign out and then click the flag icon in the header to select a new region.
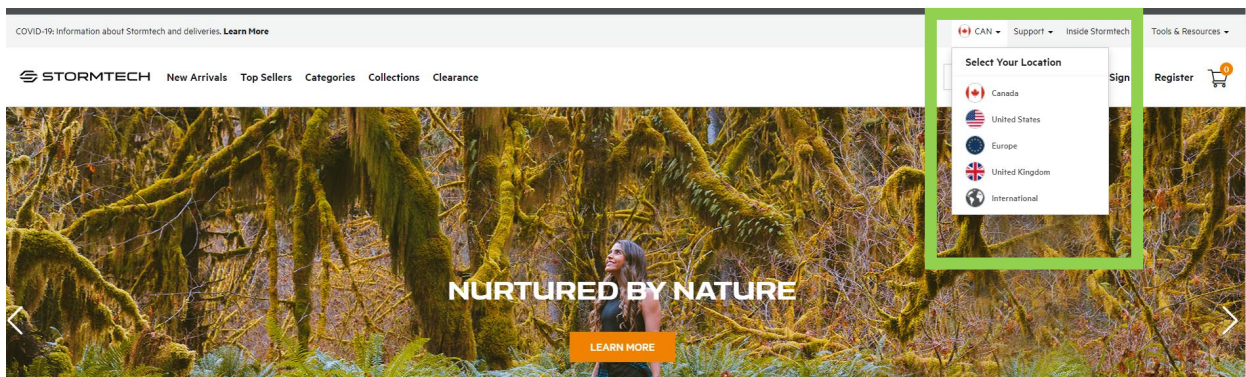
How to Sign In

Signing in allows site visitors to view account-specific net pricing, order history, and other account management functions. To sign in to your account, click the "Sign In" button in the top right of the screen.
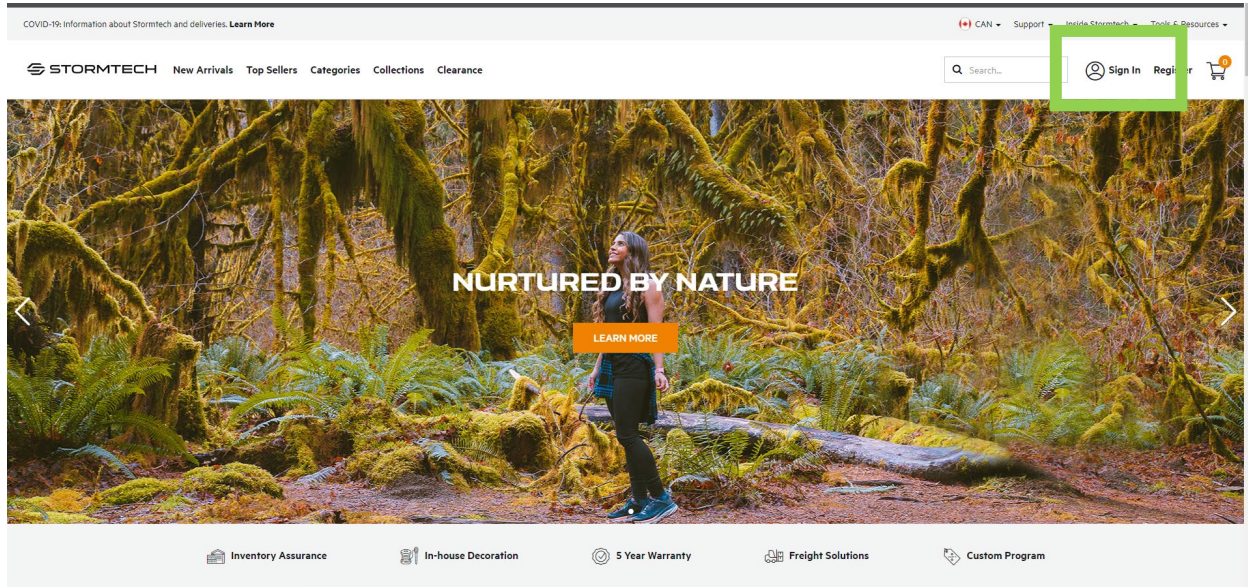

For your first sign-in on the site, use the same username and password that you used on Stormtech's prior site. You will be prompted to RESET your password. The confirmation will be sent to the email address that we have on file for your account.

How to Search for Products

Products can be searched through these methods:

- Enter a search term in the product search box at the top of the page
- From the homepage, enter a search term in the search box
- Use the navigation menus located at the top of the page
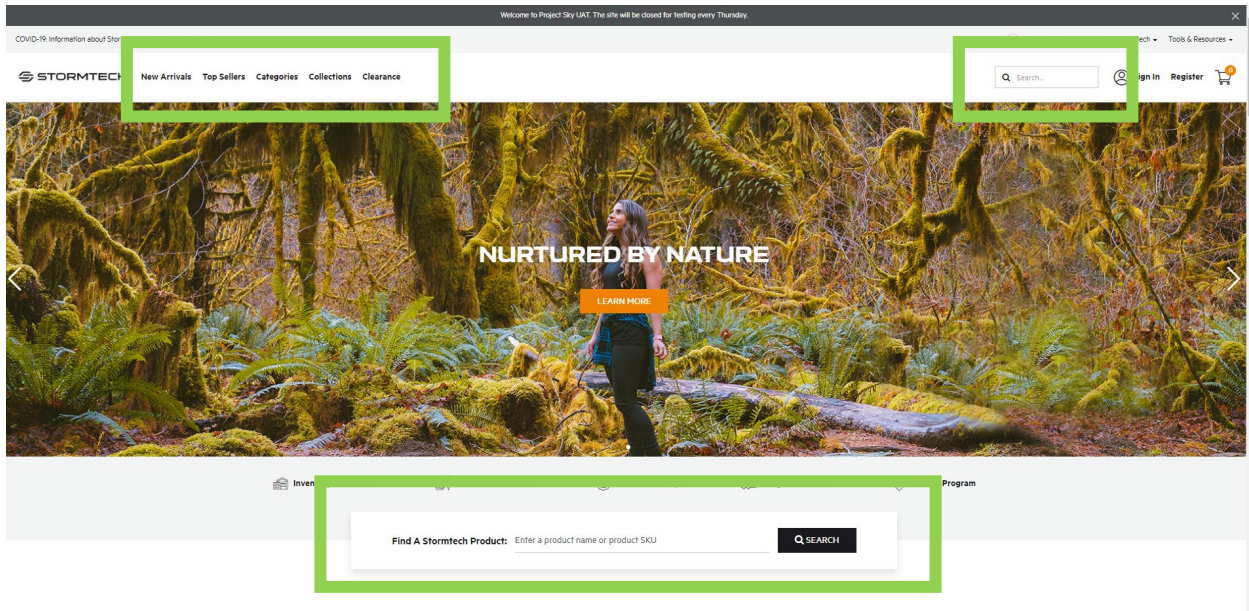
After taking one of the steps above, your search results can be further refined with the use of the filters on the left side of the page. Click your desired filters to narrow your search results to products that meet your criteria. You can also sort your search results by name or price by using the SORT function located to the top right of the results.
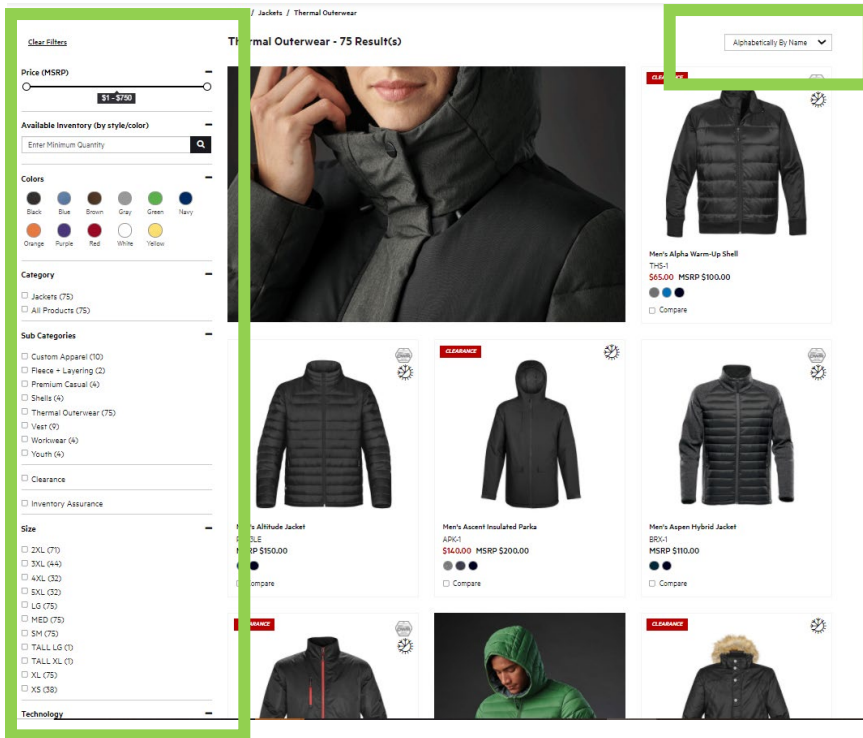
Comparing Products

Up to three products can be selected for a side by side comparison view of key features. Click the COMPARE button on your desired products and then click VIEW COMPARISON.

After clicking VIEW COMPARISON you will be taken to a side-by-side comparison of your selected products. From this screen you can click to remove products and resume your search to add up to three total items to the comparison. You can also print or save this page by selecting the print option within your browser and printing to a PDF or direct to your printer.

General			
Product	Men's Alpha Warm-Up Shell	Men's Ascent Insulated Parka	Men's Aspen Hybrid Jacket
Price	$ 100.00	$ 200.00	$ 110.00
Waterproof Rating	600 mm	3,000 mm	600 mm
Breathability Rating	1,000 g/m2	3,000 g/m2	
Climate Rating	COLD [-10C (14F) to +10C (50F)]	EXTREME COLD [0C (32F) to -20C (-4F)]	COLD [-10C (14F) to +10C (50F)]
Fabric	(Shell) 100% Polyester Ripstop, 1.16 oz/yd2 (USA) / 33gsm (CDN); (Shell - Seconday) 100% Polyester, 6.19 oz/yd2 (USA) / 210gsm (CDN); (Lining) 100% Polyester	100% Polyester, 4.87 oz/yd2 (USA) / 165gsm (CDN)	(Shell) 100% Nylon, 1.12 oz/yd2 (USA) / 38gsm (CDN); (Shell-Secondary) 100% Polyester Two Tone Melange Fleece, 10.91 oz/yd2 (USA) / 370gsm (CDN)
Features	D/W/R Outer Shell,Thermal Shell Technology,Reverse Taped Center Front Zipper,2x2 Rib Hem and Cuffs	STORMTECH H2X® 3000/3000 Waterproof/Breathable Outer Shell,Attached Hood,Front Waterproof Zipper,Zippered Chest Pocket,Articulated Action Elbows,Adjustable Cuffs and Hem,Flapped Hand Warmer Pockets,Internal Zippered Security Pocket,Chin Saver,Embroidery Access	D/W/R Outer Shell,PFC-Free Water Repellent Finish,Knit Collar and Sleeves,Internal Full-Length Stormflap,Quilted Thermal Shell,Zippered Handwarmer Pockets,Chin Saver,Articulated Action Shoulders,Adjustable Hem with Drawcord,Decoration Access
Technology	DWR,THERMAL SHELL	H2X,THERMAL SHELL	DWR,THERMAL SHELL
Click To Remove	☐	☐	☐

Remove

Searching for Clearance Products

Clearance products can be searched through these methods: top navigation menu and search filters.

Top Navigation – click the Clearance menu in the top navigation bar. This will show you all Clearance products. You can use the filters on the left of the product results to further refine your search by product category, technology, available inventory, and sizes.

Search Filters – as you browse products, if there are any Clearance items in your search results a Clearance filter will appear on the left side of the screen. Select "Clearance" to filter your results to only show items that have a color on Clearance.

Price (MSRP)

$1 - $750

Available Inventory (by style/color)

Enter Minimum Quantity

Category

☐ Tops (37)
☐ All Products (37)

Technology
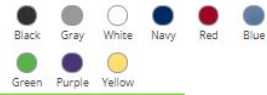
☐ UPF RATING (37)
☐ H2X-DRY (27)
☐ SNAG RESISTANT (12)

Size

☐ 2XS (2)
☐ XS (23)
☐ SM (37)
☐ MED (37)
☐ LG (37)
☐ XL (36)
☐ 2XL (32)
☐ 3XL (19)
☐ 4XL (12)
☐ 5XL (12)

Sub Categories

☐ Tees + Tanks (37)
☐ Active Layering (8)
☐ Premium Casual (6)
☐ Youth (5)

Colors

Black Gray White Navy Red Blue

Green Purple Yellow

☐ Clearance

Men's Baseline Long Sleeve Tee
CT-2
MSRP $30.00

☐ Compare

Men's Baseline Short Sleeve Tee
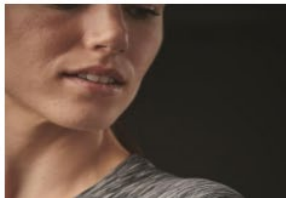CT-1
MSRP $22.00

☐ Compare

Men's Eclipse H2X-DRY Long Sleeve Tee
PGT-2
$16.00 MSRP $24.00

☐ Compare

Men's Eclipse H2X-DRY Pique Tee
PGT-1
$14.00 MSRP $20.00

+2

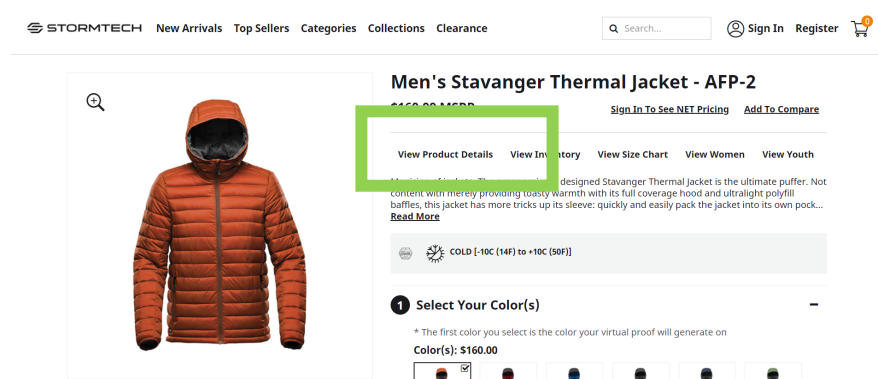☐ Compare

How to View Product Details

Upon arriving on a product page, you can scroll down the page to see all content or use the Quick Links menu to jump to your desired content. Click the "View Product Details" link to jump to the full product description, video (if available), and specs & feature bullets.
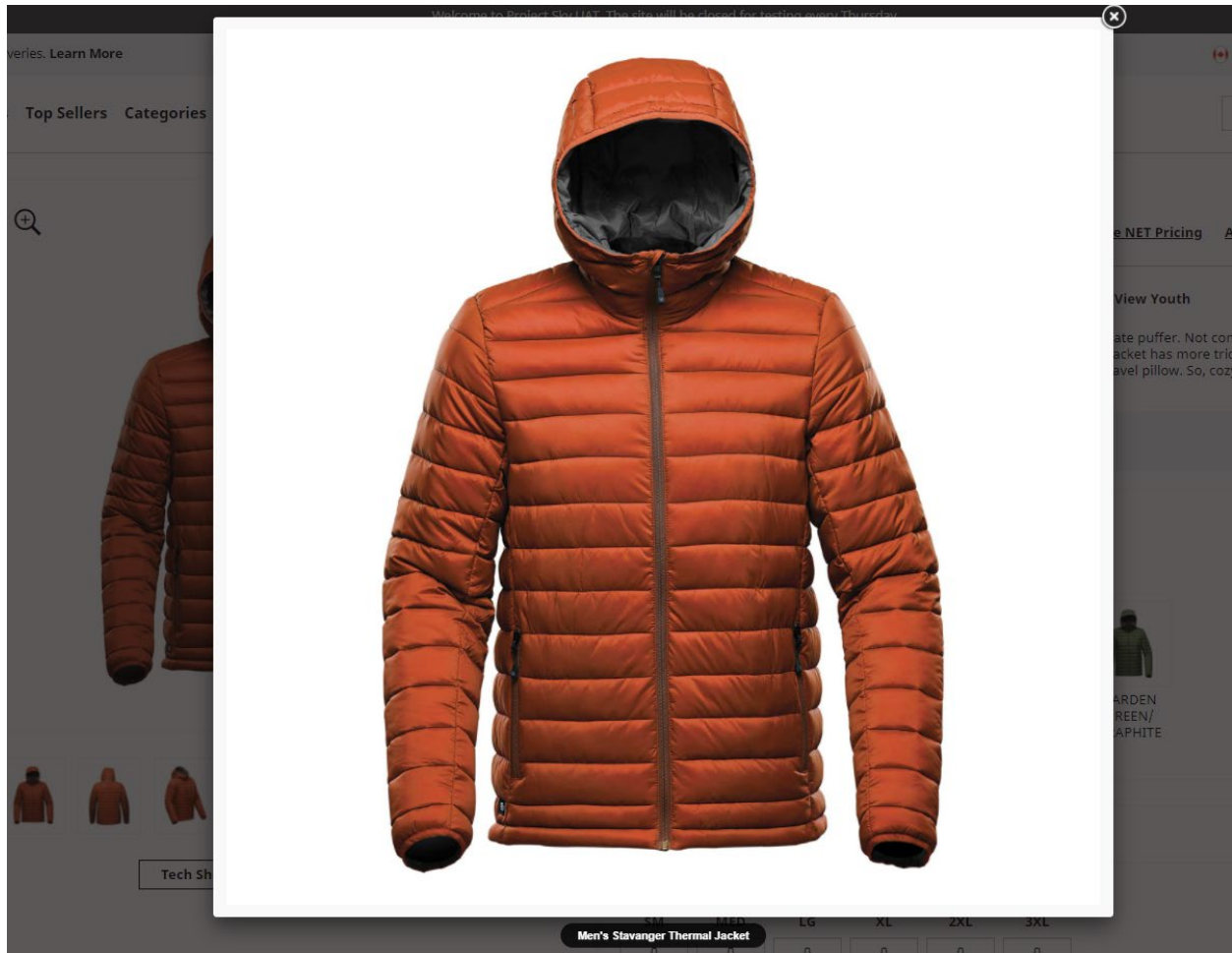

How to Save Product Images

Product images can be saved as individual files from the product page or as a packaged file containing all available product images.

SAVING AN INDIVIDUAL PRODUCT IMAGE

Individual product images can be saved from the product page by following these steps:

STEP 1: From the image carousel on the left, click the image you want to save. When it appears in the top image square, click on that image to make it expand it as shown below.

STEP 2: Right click the expanded image and select the "Save Image As" option.

STEP 3: Click the "x" in the top right of the image to close the image and return back to the product page.

SAVING ALL AVAILABLE IMAGES FOR A STYLE

To save all product images, including model photography, lifestyle photography, and product detail shots, click the "PHOTO ASSETS" link below the image carousel.

Depending on your browser, the .zip file of images will automatically download or you may be prompted for a location to save the file. You may also see it at the bottom of your screen as shown below.

How to View Inventory

Upon arriving on a product page, you can scroll down the page to see all content or use the Quick Links menu to jump to your desired content. Click the "View Inventory" link to jump to the inventory grid that will show all inventory by size, incoming delivery dates, and inventory for the companion pieces.

Men's Stavanger Thermal Jacket - AFP-2

$160.00 MSRP   Sign In To See NET Pricing   Add To Compare

View Product Details   **View Inventory**   View Size Chart   View Women   View Youth

Magician of jackets. The ergonomically designed Stavanger Thermal Jacket is the ultimate puffer. Not content with merely providing toasty warmth with its full coverage hood and ultralight polyfill baffles, this jacket has more tricks up its sleeve: quickly and easily pack the jacket into its own pock...
Read More

COLD [-10C (14F) to +10C (50F)]

1 Select Your Color(s)   –

* The first color you select is the color your virtual proof will generate on
Color(s): $160.00

You do not need to be logged in to see the Live Inventory grid.

Live Inventory
Men's Stavanger Thermal Jacket - AFP-2

Color	Status	SM	MED	LG	XL	2XL	3XL	4XL	5XL	Total
BURNT ORANGE/ GRAPHITE	On Hand	0	26	45	35	25	17	0	0	148
BLACK/ BRIGHT RED	On Hand	67	191	351	220	108	45	0	0	982
	Estimated Arrival Nov 14	20	150	300	170	130	35	--	--	805
BLACK/ AZURE BLUE	On Hand	58	210	355	351	183	60	0	0	1217
	Estimated Arrival Nov 14	30	160	210	--	--	--	--	--	400
BLACK/ GRAPHITE	On Hand	93	54	0	0	122	104	93	54	520
	Estimated Arrival Sep 12	710	2470	4280	2990	1290	440	240	90	12510
NAVY/ GRAPHITE	On Hand	6	132	185	158	94	36	0	0	611
	Estimated Arrival Sep 12	340	1070	1630	1140	480	140	--	--	4800
GARDEN GREEN/ GRAPHITE	On Hand	29	206	283	205	135	76	0	0	934

Inventory can also be viewed in Step 2 of the ordering process. Select a color in Step 1, click into one of the size boxes in Step 2, and see a grey bar appear below that displays inventory on hand for that piece.

* The first color you select is the color your virtual proof will generate on
Color(s): $160.00

BURNT ORANGE/ GRAPHITE   BLACK/ BRIGHT RED   BLACK/ AZURE BLUE   BLACK/ GRAPHITE   NAVY/ GRAPHITE   **GARDEN GREEN/ GRAPHITE**

Tech Sheet   ⬇ Photo Assets

2 Select Sizes & Quantities   –

Select Men's Quantity For: GARDEN GREEN/ GRAPHITE

SM	MED	LG	XL	2XL	3XL	4XL	5XL
0	0	0	0	0	0	0	0

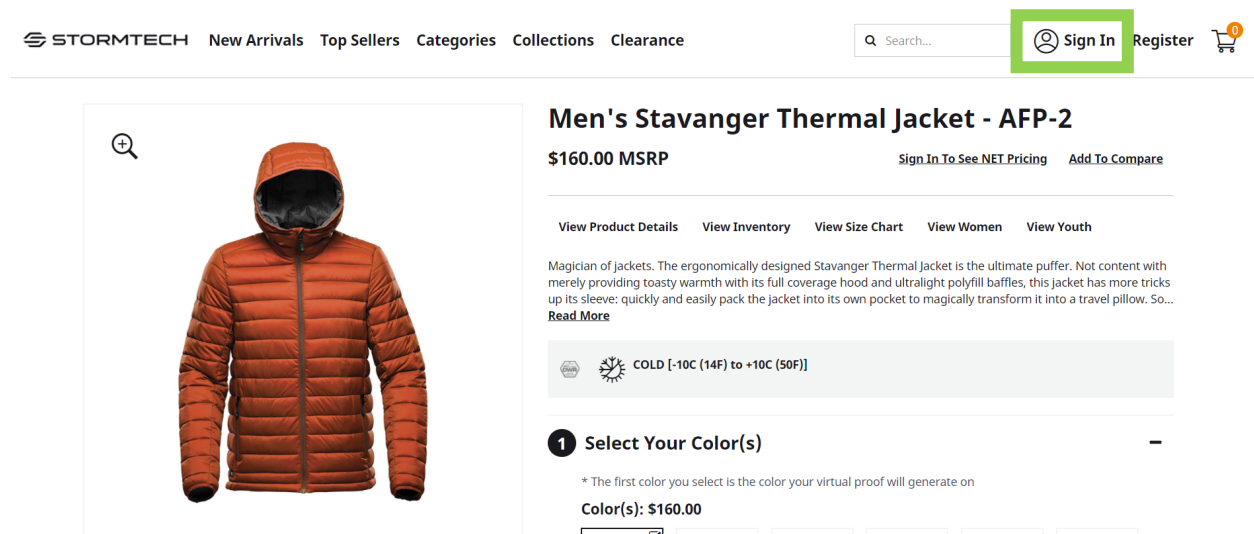**Availability For LG:** 283 on hand **View All Inventory**

How to View NET Pricing

NET pricing becomes visible on the product pages when signed into your account. You can sign into your account in two ways: from the product page or from the top navigation.

Login from the Product Page: click the "Sign In To See NET Pricing" link below the product name on the product page.

Login from Navigation: Click the "Sign In" link in the top navigation bar available from any page on the site.

After logging in, the NET price for the account will appear beside the MSRP on the product page.

How to Place an Order – Non-decorated Product

To place an order on the site, navigate to the desired product and follow the steps on the page:

Step 1: Select Your Color. Click on the image of the color you would like to order. Additional colors can be added in Step 2.

Step 2: Select Sizes & Quantities. Enter quantities for each size into the grid. Inventory information will show below for the size box you are typing in.

2 Select Sizes & Quantities   −

Select Women's Quantity For: EARTH

XS	SM	MED	LG	XL	2XL
0	10	10	10	0	0

Availability For LG: 129 on hand **View All Inventory**

Add Additional Color   ▲

Add Men's Sizes   ▼

In this step you can also add additional colors or the gender equivalent style to your order.

2 Select Sizes & Quantities   −

Select Women's Quantity For: EARTH

INDIGO

GRAPHITE

Add Additional Color   ▲

Add Men's Sizes   ▼

INDIGO

EARTH

GRAPHITE

Add Men's Sizes   ▲

Decoration is added in Step 3. For a non-decorated order, skip this step and click the "Add to Cart" button to add the items to the Cart and be taken to the Cart page.

From the My Cart page, you can either review your order and checkout, or continue shopping. To continue shopping press the "CONTINUE SHOPPING" button at the bottom left of the page.

If you see an error in your order, you must remove the item and add it again from the product page. Edits can not be made on the My Cart page. If all items look correct, click the "CHECKOUT" button.

On the Shipping screen select your **Shipping Address** and **Shipping Method**. There is a field at the bottom to input additional email addresses to receive tracking updates.

You can also enter a Promo Code on this screen if you have one. Click the **+** beside "Do you have a Promo Code" and enter your code in the box that appears before hitting the APPLY button.

When all information is complete, prese the orange **CONTINUE** button to be taken to the Payment screen. On the Payment screen, select your Payment Method and then input any special instructions or order notes, a PO number (mandatory), and any supporting files.

Click the CONTINUE button to be taken to a final review screen. From the Review screen, ensure all order information is correct and click SUBMIT.

Congratulations on completing your order! The order status can be viewed from the My Account dashboard and an order acknowledgement will be sent within a few moments.

Thank You For Your Purchase

View Your Order: 134386

We will email you an order confirmation shortly. You can also view this order in My Account.

‹ Continue Shopping

How to Look Up Order Information

To access your past orders, first login to your account by clicking on the "Sign In" link in the top right of the page.

Once logged you, in will be taken to the My Account dashboard. Click on the View Order History button.

Order History

5 Orders

VIEW ORDER HISTORY

You will now be on the Order History page. You can filter your orders by using the search parameters of order date, order time period, order status, order number, or PO number. Hit the orange SEARCH button to apply your search parameters. Your details for the orders will then display in the grid below. Order information will be updated real-time, as updates become available.

Order History/Status

SEARCH

Order Date:	Start Date:	End Date:	Status
Please Select			Please Select

Order Number:	Purchase Order Number:

SEARCH   RESET

Page Size 10 per page   Page 1   of 1

Order Date ▲	Order ▲	PO Number	Status	Total	Reorder	Tracking No	Order Type
May 3, 2021			Pending	$2,116.80	Reorder Items		Web Order
Apr 14, 2021			Backorder	$1,274.00			Offline Order
Jan 11, 2021	VC001097252	SHANNON WARD	Pending	$0.00			Offline Order
Nov 11, 2020			Pending	$0.00			Offline Order
Oct 4, 2020			Pending	$0.00			Offline Order

How to Place a Repeat Order

Past orders can easily be repeated by clicking the "Reorder Items' option from the Order History page. To access this function, first login to your account by clicking on the "Sign In" link in the top right of the page.

Once logged you, in will be taken to the My Account dashboard. Click on the View Order History button.

Order History

5 Orders

VIEW ORDER HISTORY

You will now be on the Order History page. You can filter your orders by using the search parameters of order date, order time period, order status, order number, or PO number. Hit the orange SEARCH button to apply your search parameters. Your details for the orders will then display in the grid below. Order information will be updated real-time, as updates become available.

My Account / Orders

Order History/Status

SEARCH

Order Date:
Please Select

Start Date:

End Date:

Status:
Please Select

Order Number:

Purchase Order Number:

SEARCH   RESET

Page Size 10 per page   Page 1   of 1

Order Date ▲	Order ▲	PO Number	Status	Total	Reorder	Tracking No	Order Type
May 3, 2021			Pending	$2,116.80	Reorder Items		Web Order
Apr 14, 2021			Backorder	$1,274.00			Offline Order
Jan 11, 2021			Pending	$0.00			Offline Order
Nov 11, 2020			Pending	$0.00			Offline Order
Oct 4, 2020			Pending	$0.00			Offline Order

Find your order and under the "Reorder" column, click the "Reorder Items" link. This will take you to the My Cart page with all items from the order pre-loaded.

How to Track My Order

Order tracking information can be accessed from the Order History page. To access this page, first login to your account by clicking on the "Sign In" link in the top right of the page.

Once logged you, in will be taken to the My Account dashboard. Click on the View Order History button.

You will now be on the Order History page. You can filter your orders by using the search parameters of order date, order time period, order status, order number, or PO number. Hit the orange SEARCH button to apply your search parameters. Your details for the orders will then display in the grid below. Order information will be updated real-time, as updates become available.

My Account / Orders

Order History/Status

SEARCH

Order Date:	Start Date:	End Date:	Status:
Please Select			Please Select
Order Number:	**Purchase Order Number:**		

SEARCH   RESET

Page Size 10 per page   Page 1 of 1

Order Date ▲	Order ▲	PO Number	Status	Total	Reorder	Tracking No	Order Type
May 3, 2021			Pending	$2,116.80	Reorder Items		Web Order
Apr 14, 2021			Backorder	$1,274.00			Offline Order
Jan 11, 2021			Pending	$0.00			Offline Order
Nov 11, 2020			Pending	$0.00			Offline Order
Oct 4, 2020			Pending	$0.00			Offline Order

Tracking information will appear when available in the Tracking No column.
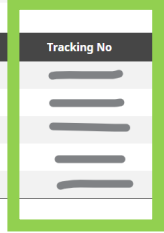
My Account / Orders

Order History/Status

SEARCH

Order Date:	Start Date:	End Date:	Status:
Please Select			Please Select
Order Number:	**Purchase Order Number:**		

SEARCH   RESET

Page Size 10 per page   Page 1 of 1

| Order Date ▲	Order ▲	PO Number	Status	Total	Reorder	Tracking No	Order Type
May 3, 2021			Pending	$2,116.80	Reorder Items		Web Order
Apr 14, 2021			Backorder	$1,274.00			Offline Order
Jan 11, 2021			Pending	$0.00			Offline Order
Nov 11, 2020			Pending	$0.00			Offline Order
Oct 4, 2020			Pending	$0.00			Offline Order

Account Management Dashboard

The My Account page provides a dashboard of information and quick links to help manage your account and your orders. To access this page, first login to your account by clicking on the "Sign In" link in the top right of your screen.
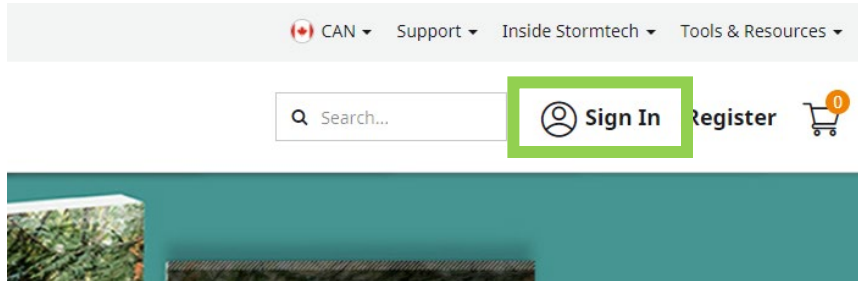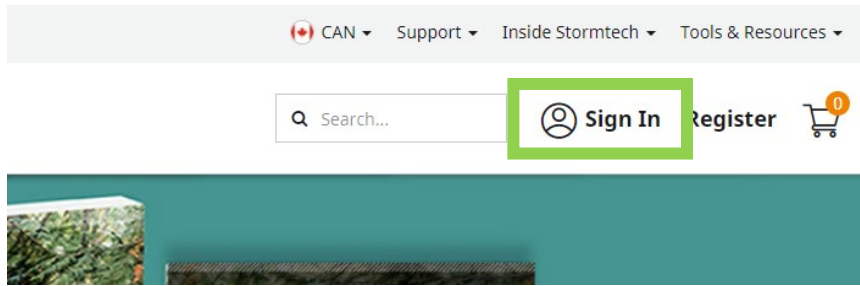

Upon signing in, you will be taken to your My Account page. From this page you can quickly access your account number, order history, and contact information. You can also file return requests and manage your email preferences.
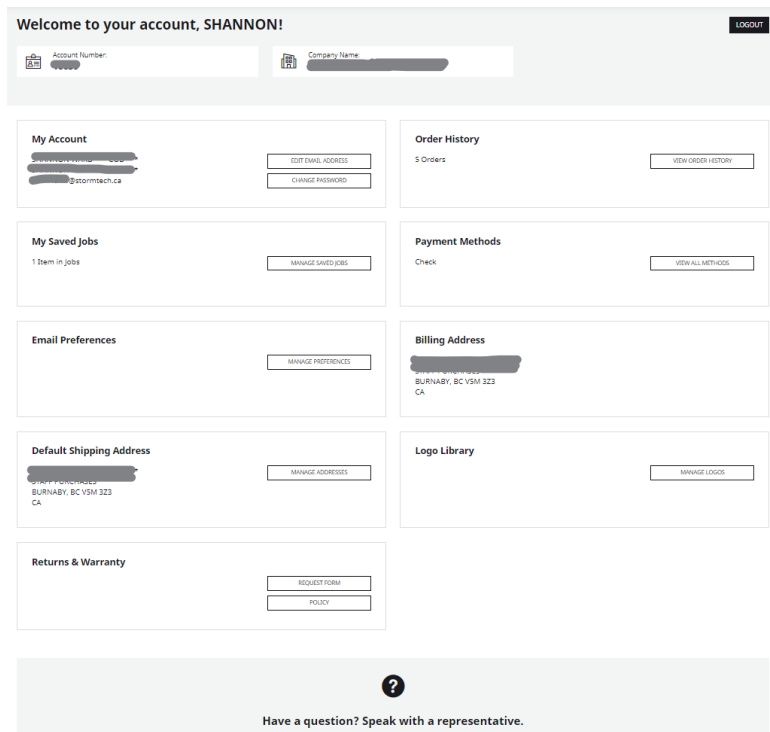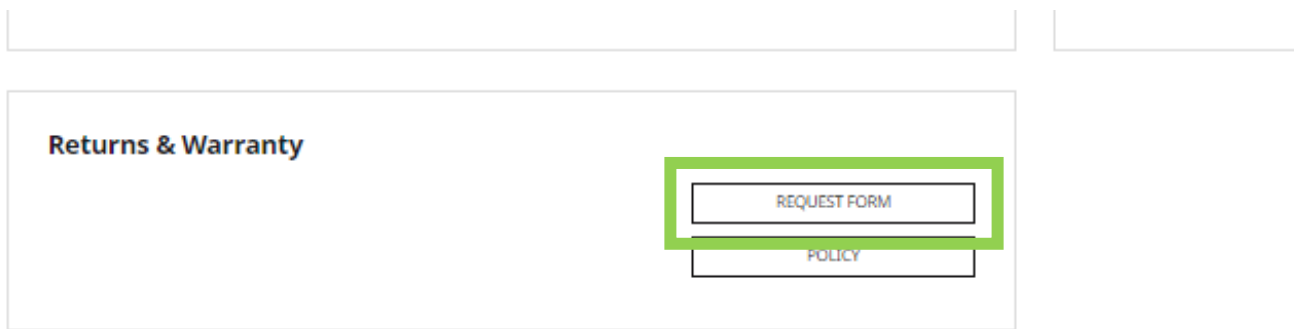

How to Submit a Return Request

Submitting a return request can be done through the My Account page. To access this page, first login to your account by clicking on the "Sign In" link in the top right of your screen.

Upon signing in, you will be taken to your My Account page. Scroll down to the Returns & Warranty section and click the "REQUEST FORM" button.

You will be taken to the online Return Authorization Request form. Enter all information and hit SEND at the bottom to submit your request.

Using the Download Center: Sales & Marketing Assets

All marketing materials and sales tools will be located in the Download Center. This can be accessed by clicking on the Tools & Resources link in the top navigation, and selecting Download Center.
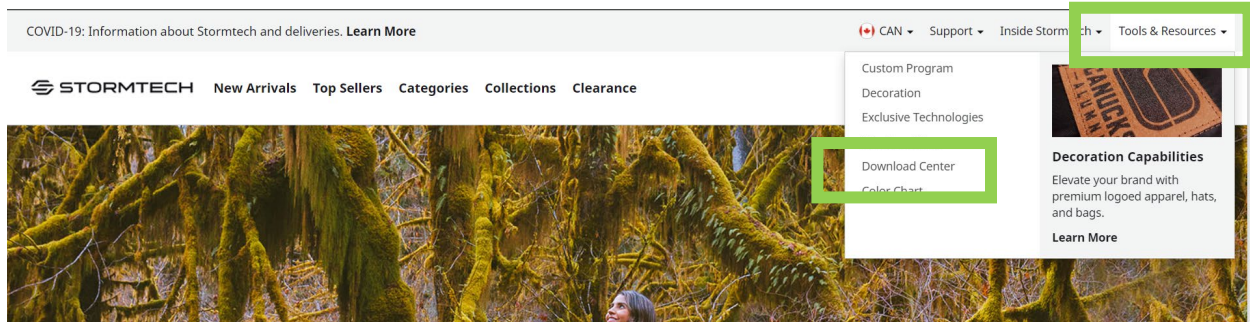
From the Download Center, use the quick links below the banner or scroll the page to find your desired content. The Featured Resources section will contain materials for active campaigns and frequently requested items.