B2B.COMPANYC.COM

FEATURES:

- **Inventory Availability -** Quickly check available quantities, or next available in-stock dates.
- **Enhanced Product Views -** Check out the close up details & alternate views.
- **Order History & Tracking -** Access & review orders placed online, track your online order & place reorders easily.
- **Wholesale Pricing -** Pricing shown while browsing are at retail. Your wholesale discount will apply in shopping cart.
- **Marketing Resources -** View current promotions & download marketing collateral.

Step 1
Go to http://b2b.companyc.com

Step 2
Save http://b2b.companyc.com to your web browser favorites (Hint: In most browsers, click the star to add it to your favorites)

Step 3
For your security, you'll need to reset your password the first time you visit b2b.companyc.com. Click the "forgot password" link to reset your login.

My Account | Sign-In

Welcome to the Company C Wholesale Website. To access your account, please enter your email and password and click Log In.

Email Address

Password

- Forgot your password? Click here.
- Are you having trouble logging in? Contact us at 800.818.8288

LOG IN

Step 4
You'll be taken to the "forgot password" page.

Use your **email address** provided on opening paperwork, click continue. *(If you do not know what this is, please contact customer service)*

Your billing zip code is the security questions answer (click continue)

Password Recovery

Enter your email address below and click **Continue**.

Email
example: (name@domain.com)

Continue

Password Recovery

Answer the question below and click **Continue**.
What is your billing Zip Code?

Continue

Step 5
You'll receive an email from customercare@companyc.com with the subject: "Company C Password Reset Required." Within that email is a link to change your password on b2b.companyc.com

My Account

Account Settings

Order History

Payment Methods

Address Book

ACCOUNT SETTINGS EDIT

First Name / Last Name

Email Address

☑ Please keep me up to date on store news and specials

PASSWORD

CHANGE PASSWORD

ORDER HISTORY

If you have any additional questions, please email customercare@companyc.com, or call 1-800-818-8288

These are the questions most frequently asked about our B2B Site.
The responses will help elevate your confidence and improve your experience.

Question: What happens if I accidentally log into the consumer website, www.companyc.com?
Answer: Your account is recognized as a B2B user. If you accidentally place an order on www.companyc.com, your order will be flagged as an error and not processed. A Customer Service Representative may need to contact you to take your order over the phone, and remind you about placing future orders on b2b.company.com

Question: Can I order a backordered item?
Answer: Yes, you can order a backordered item. On b2b.companyc.com, you'll be able to see a backorder date for products that are out of stock. You will still be able to add the product to your cart and proceed with checkout. The product(s) will then ship when they arrive back in stock.

Question: Can I use a customer's credit card to place an order on b2b.companyc.com?
Answer: You cannot use your customer's credit card to place an order on the B2B website.

Question: Can I pay by credit card for an order on b2b.companyc.com even though my account is set to pay on terms?
**Answer:** Terms customers use their Net 30 terms to pay for their orders.

Question: I'm having trouble logging on to b2b.companyc.com, what should I do?
Answer: First, please be sure you have the correct username which is the email address assigned to your account *(contact customercare@companyc.com if you have any questions)*. If you do not know your password, please use the reset your password link. You will be asked for your username (email address) and billing zip code. You will receive an email, allowing you to reset your password. Please note, if you must consistently reset your password, check to be sure you have cleared your browsing history, and are using an up-to-date browser. We can help to troubleshoot if you provide us with your browser (Firefox, Safari, Chrome, Internet Explorer), device type (mobile, desktop, tablet), operating system & version (Windows 7, Windows 10, Windows XP, Macintosh Intel 10.9, Macintosh OS X, etc.). If you are using Internet Explorer, you may want to try Firefox or Chrome.

Question: How do I clear my cookies?
Answer: Follow the user-friendly instructions for your browser type.

For Internet Explorer: Click the tools icon next to favorites and select internet options. You will then be taken to a screen where you can delete your browsing history. Click delete and then delete again. Close the browser and reopen, you may need to hit refresh again to ensure your cookies are cleared.
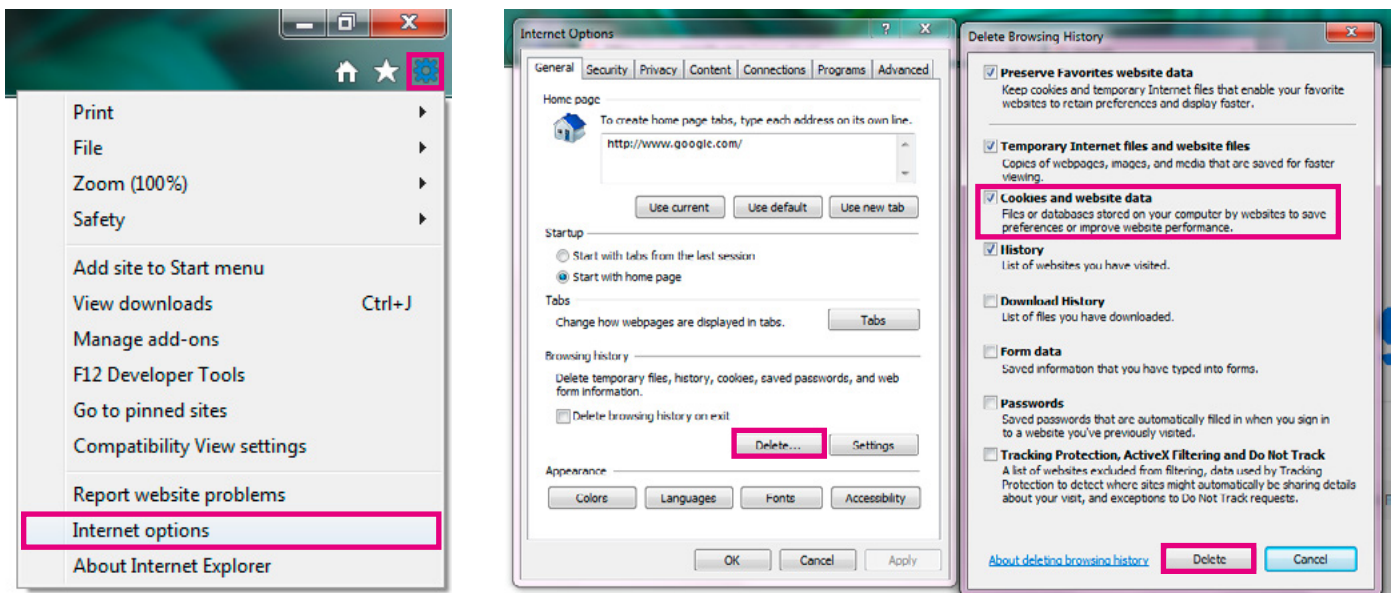

If you have any additional questions, please email customercare@companyc.com, or call 1-800-818-8288

For Firefox: Click "history" and select "clear recent history", a new window will pop up, confirm the cookies checkbox is selected then click "clear now". Close the browser and reopen, you may need to hit refresh again
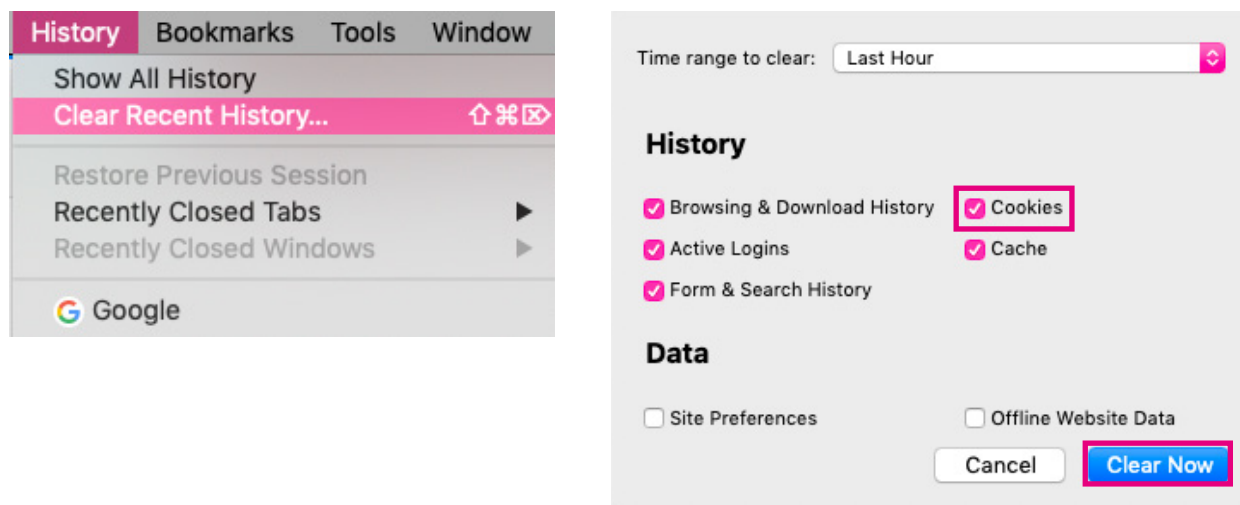
For Chrome: Select the menu icon and select history and then history again. Select "Clear browsing data" on the left side panel which will open a pop-up box. Confirm the cookies checkbox is selected then click "Clear Data." Close the browser and reopen, you may need to hit refresh again.
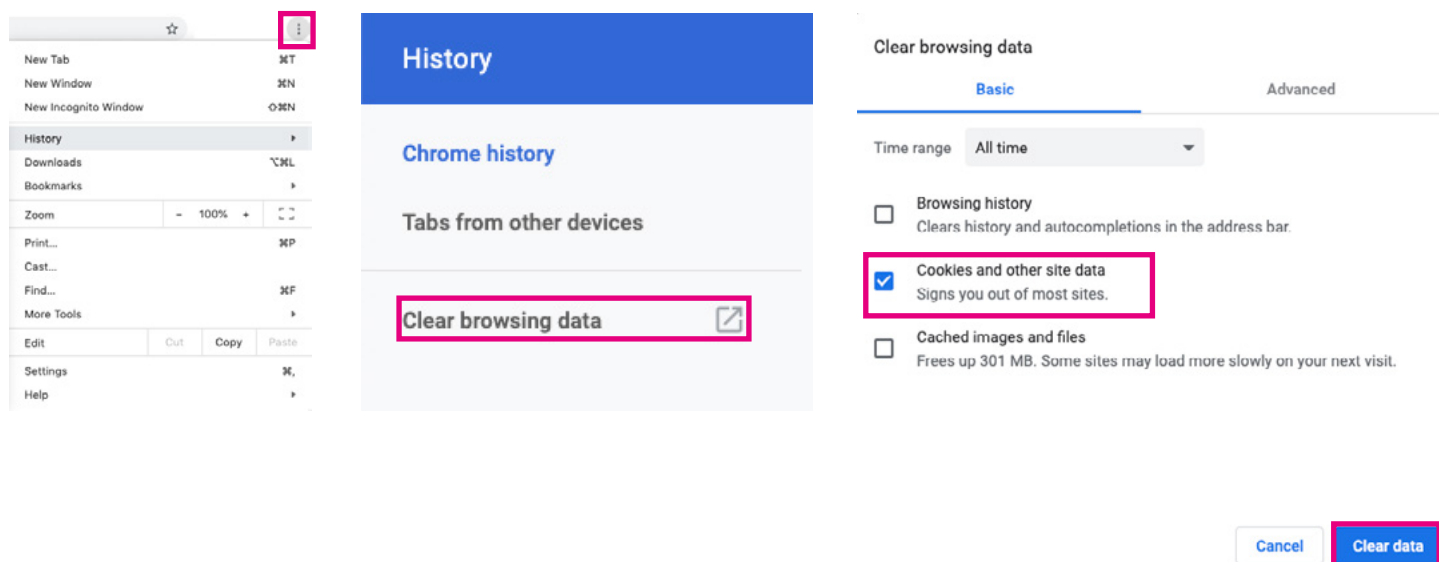
For Safari: Select "History" from the menu bar and click "Clear History." A pop-up box will open; selected "Clear History." Close the browser and reopen, you may need to hit refresh again.