

FAQs

Why am I being asked for my billing address when I checkout?

The system requires billing information regardless of payment type (company credit or personal credit card). Once you submit this information, you will be prompted to apply company credit to your order amount.

Am I responsible for paying for tax? Will I be charged shipping?

Muller will cover tax and shipping.

Will items be bundled and sent to my home address?

No. All items will be shipped to the Muller office in bulk. If you are a remote worker, we will coordinate and send your items separately.

What happens to the difference if I spend more or less than my credit?

If your purchase exceeds the Muller credit, you will be prompted to submit your credit/debit card information to cover the difference.

If you don't spend your entire credit, it will expire. You will NOT be able to use it in the next store.

When will credit cards be charged?

Credit cards will be charged at the time of order.

Will I be able to return or exchange my items if I order the wrong size?

No. We cannot offer returns or exchanges unless the item arrives damaged. If you order the wrong size, we encourage you to advertise a trade on the Muller Mart channel on Teams.

How do I know which size to order?

Samples are located in the huddle room next to Lindsey. There's a sample of each clothing item in size Large to inform your selection. Also, a sizing chart is included on each item's listing.

How often will the store be open? Will I be able to access the store anytime now?

Our goal is to open the store for 2 weeks, 2-3 times a year.

When will there be more options in the store?

Our goal is to add and rotate styles, items, and colors with each store update.

When are the items expected to be delivered?

With supply chain issues and production times, we do not have a firm date of when to expect items. We do anticipate that we will have items in hand between November and December.

Who should I ask if I have a question? Where can I offer suggestions for future store items?

Please send your questions/suggestions to Shayna.