Copy for Customer FAQ

How to use: Add the FAQs below to the FAQ section on your website. Use these FAQs to explain Route to your customers on your website.

You can place these FAQs in common areas like FAQs, Shipping, or in some cases, a *Track your order page* on your website. These sections are often listed on the bottom of each page on your website. We recommend creating a separate Route section in your FAQs and incorporating some FAQs in your general shipping questions.

Use to explain Route - Visual Tracking Only

> **Q:** What is Route?
>
> **A:** *Route is a mobile app that allows you to visually track all of your online orders in one place. No need to dig through your email for tracking numbers, dynamic maps and real-time shipping updates keep you in the loop throughout every part of your delivery.*
>
> *Haven't downloaded the app yet?* Download here

Use to explain Route+ - Package Protection Only

> **Q:** What is Route+?
>
> **A:** *Route+ is premium package protection for your online orders. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that they arise.*
>
> *Purchased Route+ and need to file a claim?* File here

Use to explain Route - Visual Tracking *and* Package Protection

> **Q:** What is Route?
>
> **A:** We've partnered with Route—a package protection and tracking solution—to give our customers the best possible delivery experience. Route offers a few options to improve the experience:

Route+

Route+ is premium package protection for your online orders. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that they arise.

Purchased Route+ and need to file a claim? File here

The Route App (Free)

The Route App allows you to visually track all of your online orders in one place. No need to dig through your email for tracking numbers, dynamic maps and real-time shipping updates keep you in the loop throughout every part of your delivery.

Haven't downloaded the app yet? Download here

Use to explain general shipping, tracking, and claims questions

Q: Where is my order?

A: Download Route's mobile app for iOS from the App Store to visually track your package and receive real-time notifications on its estimated delivery.

Q: What if my order never arrives or is stolen?

A: To protect your order against loss or theft, add Route+ package protection at checkout. When you add Route+, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that they arise. When you file a claim, it will be reviewed for approval for a reorder or refund within 24 hours.

Q: What if my order is damaged?

A: To protect your order against damage that occurred during shipping, add Route+ package protection at checkout. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that they arise. When you file a claim, it will be reviewed for approval for a reorder or refund within 24 hours.

If your order has defects or you suspect it was damaged during manufacturing, please reach out to us at {YOUR BRAND'S CONTACT INFO} and we will be happy to work with you to remedy the situation.

Q: What do I get when I insure my order with Route+?

A: Route+ is premium package protection for your online orders. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that they arise. When you file a claim, it will be reviewed for approval for a reorder or refund within 24 hours.

Q: What are Route's terms and conditions?

A: Route's terms and conditions are listed here: https://route.com/terms-and-conditions/

Q: How do I file a claim for my lost, stolen or damaged order?

A: If you insured your order with Route+ at checkout, you will receive a confirmation email from Route with a link to file a claim. You can also file a claim here: https://claims.route.com/.

Note: Make sure to have the Order ID we sent you or the Route Order ID ready to use with the claim form.

Q: Does Route+ cover stolen items?

A: Yes! When you insure your orders with Route+, stolen items are eligible for reorders or refunds.

Q: Is Route a licensed insurance company?

A: Yes. Route is a licensed insurance company with the biggest name in shipping insurance as its partner, Lloyds of London.