



SEEING POSSIBILITIES IN POTATOES

My Potato Gear (Personal Store) and Potato Gear (Business Store/Ariba)

Frequently Asked Questions

Q: How do I know which store to use for a personal or business purchase?

A: My Potato Gear is for personal use, credit card checkout only. You will find this in your OKTA apps. Potato Gear is for business use, cost center checkout only. This will be found in the Ariba Guided Buying Catalog. Please refer to the [Ariba Guided Buying Training for Company Store](#) for more details.

Q: How do I get access to the Ariba Guided Buying Catalog?

A: If you are unable to complete the checkout process and/or receive an error stating you do not have access to the catalog, please refer to the [Ariba Guided Buying Catalog Request OPL](#).

Q: Who is Overture?

A: Overture is your award-winning, proactive partner for creating effective promotional marketing programs, from giveaways to webstores to national and global programs. We are the largest certified women-owned promotional products distributor, in the Top 20 of 20,000 US distributors. We are laser-focused on delivering extraordinary customer service through our unique ability to offer end-to-end services under one roof.

Q: How do I place an order?

A: You can place an order online, via email, or by calling the Lamb Weston Store team at 888-808-9786. The quickest method is to order online, as the store team is only available to answer phone calls Monday through Friday from 8am- 5pm CT. Please refer to the [Placing an Order OPL](#) for step-by-step instructions.

Q: I accidentally added an item to my cart. How do I remove it?

A: You can edit and remove items in your shopping cart. To update the quantity of an item, change the number in the quantity box and click the Update Cart button. To remove an item from your shopping cart, simply click the Remove button next to the item quantity.

Q: What should I do if I have a question about my order? (Needs updating, cancellation, expedited shipping)

A: Please reach out to Overture's support team at LWCustom@overturepromo.com. If you need to expedite the processing of your order, we offer same-day shipping for all available in-stock inventory merchandise. Rush order requests must be submitted to the Lamb Weston Store team no later than 2pm CST for same-day shipping. A rush fee plus applicable overnight shipping charges may apply.

Q: Will I be charged sales tax?

A: Overture LLC is required to collect applicable sales tax on all U.S. purchases, including shipping and handling. Sales tax depends on the types of goods purchased and the state to which the order is being shipped. Applicable sales tax will be calculated and charged to your invoice. Prices and applicable taxes are subject to change without notice.

Q: Am I able to return or exchange my purchase if I don't like it?

A: If you are not completely satisfied with your order, you may return your in-stock merchandise in new condition, with its original packaging, within 30 days of receiving your order. You are also responsible for any return shipping fees. Once your return is processed, you will receive a full refund, minus the cost of the original shipping and handling.

Q: Are you able to ship orders internationally?

A: We can accommodate some international orders. Contact the Lamb Weston Store team with any questions on international orders.

Q: When should I expect to receive my product with a custom logo design?

A: Due to the high value of some products, custom logo embroidery and etching is done on demand after the order is placed. Because of this custom process, please allow up to two weeks for delivery.

Q: What should my monitor resolution and color be set to?

A: This site should be viewed with a minimum screen resolution of 640 x 480 and a recommended screen resolution of 800 x 600. Refer to your computer's manual for information on changing this setting. We have made every effort to display the colors of products that appear on our site as accurately as possible. However, as the actual colors you see will depend on your monitor and we cannot guarantee that your monitor's display of any color will be 100% accurate.

Potato Gear

Q: What methods of payment do you accept?

A: For Potato Gear (SAP Ariba) this is just a credit card check out only.

Q: Will I receive an invoice for my items?

A: Orders charged to a Lamb Weston cost center are invoiced upon order shipment. A packing slip showing the contents of your package will also be included with your order. An invoice detailing the charges of your order (subtotal, applicable taxes, and shipping/handling charges) will be submitted separately directly to Lamb Weston.

Q: During checkout, it is asking for a “Need by Date” or “Purchasing Group” code. What do I put in for that?

A: The Need by Date should be placed about a week from the day of purchase. This allows Overture to receive the order and ship it out. The Purchasing Group code might be different depending on which BU you are in. Please reach out to Sydney Buck to confirm.

Q: Do I need approval for orders?

A: If you change the shipping address to somewhere outside of a Lamb Weston location, then **yes**, an approval will have to be completed by your Workday manager. If you are shipping to a Lamb Weston location and the order is under \$2500, then **no**, no approval will be needed. If the order is going to a Lamb Weston Location and is over \$2500, then **yes**, approval will be needed.

Q: What if I have questions on changing Cost Center numbers, shipping address, or anything in the Ariba Guided Buying Catalog?

A: Please refer to the OPL's for Cost Center numbers and shipping address changes. If you are not finding what you are looking for, please contact Sydney Buck for guidance.

My Potato Gear

Q: What methods of payment do you accept?

A: For My Potato Gear, this is just a credit card check out only.

Q: Will my credit card statement say Lamb Weston Store?

A: The promotional items have been produced and fulfilled by Overture Promotions, so Lamb Weston * Overture will appear as the merchant's name on credit card statements. A toll-free number is also provided should you have any questions regarding the Overture Premiums & Promotions charges on your statement.

Q: Will I receive an invoice for my items?

A: Orders placed with a credit card are charged upon order shipment. A packing slip showing the contents of your package will also be included with your order. An invoice detailing the charges of your order (subtotal, applicable taxes, and shipping/handling charges) will be mailed separately to the billing address on your order.