

Ordering Stationery is as easy as 1,2,3...

1 Select Your Items

- Go to <http://orders.4hatteras.com/4hatteras>.
- Enter your email address and a password of your choosing in the spaces provided.
- Select "I am a new user," and click "CONTINUE."
- Your account now needs to be activated. This process can take up to 24hrs. You will receive an email indicating that your account has been activated.
- The next time you visit the site, enter your email address and the password you chose above on the login page, select "I am a returning user," and click "CONTINUE" to log in.

2 Customize Your Item

- Log in and click on "START ORDER" to view the catalog page.
- Choose an item from the list by selecting the desired quantity, and clicking "ADD."
- Enter the information you would like to appear on the item in the blanks provided, and select "PROOF YOUR ITEMS" to see exactly how your item will appear.
- **Please review your proof carefully. What you see on the screen is exactly what your order will look like when you receive it.**
- If your item needs changes, click on "MAKE CHANGES" to go back to the previous screen.
- If your item is correct, select the check box approving the appearance of the item, and select "CONTINUE SHOPPING" to add the item to your shopping cart, so you can select more items, or select "CHECKOUT" to proceed directly to the checkout process.

3 Checkout & Place Your Order

- Click on "CHECKOUT" either at the bottom of the catalog or proof page to begin the checkout process.
- On the next page, verify the items and quantities on your order, enter your shipping information, and select "CONTINUE CHECKOUT" to proceed to the Billing page.
- On this page, enter your billing information, and select "CONTINUE CHECKOUT" to proceed to the Review Order Page.
- Please make one final review of your order. If your order is correct, please click "SEND ORDER."
- You will see a summary of your order, along with an order tracking number. Please print this page, as you will need our tracking number should you need to inquire about your order.

Frequently Asked Questions

Help! I forgot my password!

On the login page, enter your email address, and check "I forgot my password," and click "CONTINUE." Your password will be emailed to you.

Can I reorder an item I ordered before?

You can look up previous orders and order them again by selecting the "Re-order" button on the welcome page, or by selecting the "Lookup Orders" link at the upper right hand corner of the page.

How long will it take to get my order?

Our standard turn around time is 5 to 7 business days. You will receive an email with a tracking number when your order is shipped.

Help! My information won't all fit on the item or won't go where I'm trying to put it.

The programming on the site is carefully designed to conform to corporate guidelines. There will be some instances where your request may not fit the standard. However, if you think it conforms and you are not able to fit some information please email the information to us at cservice@4hatteras.com. We will manually generate a proof and email it back to you.

I don't want to type my contact information in over and over. Is there a way to store my address and phone numbers and automatically place them on my items?

You can enter your personal information by selecting "VIEW PROFILE" link on the welcome page, or in the upper right hand corner of the page. This will take you to a page where you can review and edit your contact information. This information will automatically be placed on your items.

Help! My question was not answered here?

Please contact Hatteras Customer Service at 313-624-3300 or at cservice@4hatteras.com. Business hours are from 8:30 am to 5:00 pm EST, Monday through Friday.



12801 Prospect Street • Dearborn, Michigan 48126
313.624.3300 • 313.624.3350 • www.4hatteras.com