

Frequently Asked Questions

Q. How do I place an order?

A. Click the ORDER button under the product you wish to order. Fill out the MED Group Marketing Materials Order Form and e-mail the completed form to medorders@sprtexas.net or fax it to (806) 866-9150.

Q. Will I receive a confirmation that my order was received?

A. Yes, an order confirmation will be sent to you via e-mail.

Q. Who do I contact if I have questions regarding my order?

A. Call South Plains Reproductions (SPR) at (806) 866-9078.

Q. Can MED Rewards Points (MRPs) be used to pay for my order?

A. MRPs can be used to pay for the marketing products you order. However, MRPs cannot be applied to pay for shipping, artwork, and bindery fees. You will be billed separately for shipping, artwork, and bindery fees. The number of MRPs needed for each item is listed on the order form.

Q. How do I apply MRPs to my order?

A. ALL orders MUST be submitted to MED Customer Support for prior authorization at csr@medgroup.com or faxed to (866) 230-7771. Orders submitted without prior authorization WILL NOT be fulfilled. Call (800) 825-5633 for questions.

Q. If I want to customize my order, how much does it cost?

A. A fee of \$50.00 will be applied to your order for new artwork creation or changes to existing artwork on file. A \$5.00 bindery fee will be added per set of 100 items.

Q. Will I be contacted regarding my customized artwork?

A. Yes, SPR will do the following:

1. SPR will make 6 communication attempts (3 e-mails and 3 phone calls) to a Member regarding their order.
2. If SPR has not received a response within 24 hours after the 6th request, a MED PAR will make one final attempt to contact the Member.
4. The Member has up to 3 weeks after the last communication attempt from the MED PAR to respond.
5. If the Member does not respond to SPR or the MED PAR by the end of the 3rd week, their order will be canceled. If MRPs were used to pay for the order, those points will be re-deposited into the Member's account at the end of the calendar quarter.
6. If a Member contacts SPR or MED after their order has been canceled, a new order must be placed.

Q. How long is the production time for my order?

A. Production time is 7 business days from order submission date plus shipping or 7 business days plus shipping from proof approval date if order is customized. Orders are shipped via UPS Ground. A 25% surcharge is applied to all rush orders of 3 days or less.