‘Made for this’ branded merchandise pop-up store
Frequently asked questions

Q: How do I place an order for ‘Made for this’ product?
A: Visit the Northwell Brand Merchandise e-Store at https://northwellhc.bnr.corpmerchandise.com/spring2019 and click on “Continue” the bottom of the page. Select items and place your order.

Q: How do I pay for my purchase? Where can I ship my order?
A: Only personal credit cards may be used for team member purchases. Shipments can only be sent to a home address and not a Northwell business address.

Q: Why is the site open for only a limited timeframe and not year-round?
A: We want to offer seasonal products that you would use and enjoy personally. It will be open for a limited timeframe, so we can capture an adequate amount of volume during the offering. We will monitor each offering and adjust, as needed, over time.

Q: How long will it take to receive my order?
A: The order site will close after two weeks, at which time Staples will begin to process all orders and ship within 4-6 weeks from order date. Dates specific to each offering are indicated in red at the top of the “Products” landing page.

Q: If I missed the ordering window, when should I visit the site to try again?
A: We will launch the team member store 2-3 times a year. There will be an internal campaign to announce each offering.

Q: May I use myRecognition reward points to pay for my order?
A: No, we do not have a mechanism for you to redeem reward points. Please use a personal credit card only.

Q: Can I order product with my hospital/facility logo?
A: No. At this time, a limited number of products are available for order.

Q: Who can I call if I have questions about the products or the site?
A: Contact the Staples Customer Service Team at 1 (888) 362–9844 (select prompt 1)

Q: Will my personal information and credit card be confidential?
A: Yes, Staples processes Personal Information in accordance with its Privacy Policy through which they maintain reasonable and appropriate standards to safeguard your Personal Information. When you enter Personal Information that contains a credit or debit card number at the designated and secured sections of their Website, the information will be encrypted or encoded before it is sent over the Internet. Personal information collected and maintained is subject to physical, administrative and technical controls that are consistent with recognized industry standards.