Frequently Asked Questions

ERA is pleased to offer ERA National-branded merchandise to our chapters. Please read this document for answers to FAQs regarding ordering ERA-branded merchandise from our third-party site.

Q: What is the username/password to the Printex site?
A: Username = eramerch — Password = era

For trouble logging in, please contact Kate Walsh at Printex at kwalsh@printex-inc.com.

Q: What is Printex?
A: Printex is a third-party merchandise printing and e-commerce company that ERA is using to provided branded products to our chapters.

Q: Is there a minimum order to purchase?
A: Yes, you will see the minimum order number next to the item photo & listing. The printing company must take a minimum order to give ERA discounted bulk pricing.

Q: How does payment work?
A: You must pay securely with a credit card upon checkout, as well as provide contact information and a shipping address. *Please note: Separate shipping charges will be applied to your credit card once the order is shipped.*

Q: How far in advance of a chapter event should I order?
A: We'd recommend at least three weeks.

Q: There is an item I want for a chapter event with the chapter logo on it (NOT ERA National's logo). How can I have this item created?
A: Contact Michele Dean, ERA's account manager at Printex, at mdean@printex-inc.com or 781-632-5969; she can work with chapters directly on finding suitable products and adding the chapter logo. It is important to note that you must begin this design process with Michele about 6 weeks before the event, including 3 weeks' shipping time.

Q: How do I recommend an additional ERA National-branded product for the merchandise site?
A: Contact Clare Kluck, ERA Communications Manager, at ckluck@era.org to make a recommendation. All recommendations for new products will be reviewed by ERA staff.