

Frequently Asked Questions

1. Trouble Logging in?

Step 1: Click "Reset Password", enter your Login ID and click "Submit." You will receive an email to reset your password. Emails are sent to the email address you have on file with AFS or ARO and will come from support@lizardap.com.

Step 2: Contact Lizard support at 937-929-0706 or email at support@lizardap.com

2. How long does it take to produce and ship my order?

Orders are produced "on demand" and usually ship within 10-12 business days. This is due to the time it takes to embroider or screen-print your item(s). You will receive a confirmation email once your order is placed and an additional email when your item(s) ship. You will also be notified if any of the items on your order are discontinued or on back order. Please verify your email address when you log in. The email is currently defaulted to the email address AS or ARO have on file for you.

3. If there are discounts being offered, how are they applied?

Discounts are redeemed using the PROMO CODE during checkout.

4. What is payroll deduct and how does it work?

Payroll deduct is a payment option that is deducted directly out of your next check after your order ships. The system is currently set to default to this payment option.

5. How do I change the payroll deduct option?

To remove the payroll deduct default, simply click on the amount and change it to \$0.00. You will then be able to securely pay with a credit card.

The image displays two side-by-side screenshots of a checkout page's 'Total' section. Both screenshots show a list of charges: Subtotal (\$62.99), Shipping (\$0.00), Tax (\$0.00), and Allotment (-0.00). The total is \$0.00. A red 'PLACE ORDER' button is at the bottom of each. The left screenshot shows the 'Payroll Deduct' field set to -\$62.99. The right screenshot shows the 'Payroll Deduct' field set to 0.00, with an 'UPDATE' button next to it.

Total	
Subtotal:	\$62.99
Shipping:	\$0.00
Tax:	\$0.00
Allotment:	-0.00
Payroll Deduct:	-62.99
(Click amount to change or enter 0 for credit card only purchase)	
Total:	\$0.00

+ Add Promo Code

PLACE ORDER

6. Is there a payroll deduct limit?

Yes, there is a limit of \$150 per pay period. The amount available will recalculate after your purchase and reset at the beginning of the next pay cycle.

7. Who is the vendor we are using and how can I contact them?

We have partnered with a company called LIZard Apparel. They provide a secure platform for our online store, embroidery or screen-print our logos on your selections, and ship your items directly to your house. They can be reached at 937-929-0706 or support@lizardap.com

8. My card hasn't been charged, did my order go through?

Your purchase will be charged when your order ships to you. Standard production time is 10-12 business days.

9. Can I order items without a logo?

Yes, that option is available, however, there is no price reduction on the item. To order without a logo, select the "No Logo" option.

10. How do I know what is approved to wear at retail?

We have identified a "ARO Retail Uniform Approved" category inside the Team Store that outlines all the approved items that can be worn by **ARO retail store team members**. Anything purchased outside of this category can still be purchased for your personal use but may not be approved to wear at work. Please always refer to the uniform policy for your location. You can shop that category [here](#)

If you have questions, special requests, or feedback, please complete submit them here [Question & Feedback Link](#)