



FREQUENTLY ASKED QUESTIONS

1. What web browser should I use?

It is recommended that you use the latest version of Chrome, Safari, MS Edge, or Firefox when accessing the SiriusXM e-Store.

2. Who can I talk to if I am having issues with my order?

Please contact the SiriusXM Customer Service team at sxmsupport@qualfon.com. Hours of operation are 8:30am – 5:00pm ET, Monday – Friday. Please allow up to 48 hours for a response.

3. Can I see my order status online?

Yes. Click on the **'Your Account'** located on the menu bar at the top of each page of the website and click on the **'My Order History'** link.

4. I can't find my order number to track my order status.

The shipping confirmation email that was sent to you contains your order number as well the tracking number for your shipment. You can also get all order and tracking information by going to **'Your Account'** located on the menu bar at the top of each page of the website and clicking on the **'My Order History'** link.

5. When will my order be sent to me?

Orders are typically shipped within 2 business days of the order being placed. If your order shipped via ground service, then you should receive it within 3-5 business days from the date the order shipped. View a UPS Ground Service map of estimated transit times. You may also track your order status by referring to the tracking number that will be included in your shipping confirmation email, which you will receive once your order has shipped.

6. When will I know my order has been shipped?

You will receive a shipping confirmation email when your order has been shipped. Both the order number and tracking number will be included.

7. My order was damaged. Who do I contact?

Please contact the SiriusXM Customer Service team at sxmsupport@qualfon.com. Hours of operation are 8:30am – 5:00pm ET, Monday – Friday. Allow up to 48 hours for a response. Please provide the following information in your message:

- Order number
- Item numbers of all the damaged materials
- Quantities of all the damaged materials
- Should the replacement materials be shipped back out to the same address?
- Does the replacement material need to arrive by a specific date?

8. I did not receive my order. Who do I contact?

Please contact the SiriusXM Customer Service team at sxmsupport@qualfon.com. Hours of operation are 8:30am – 5:00pm ET, Monday – Friday. Please provide the order number in your message. Allow up to 48 hours for a response.

9. I received the wrong order. Who do I contact?

Please contact the SiriusXM Customer Service team at sxmsupport@qualfon.com. Hours of operation are 8:30am – 5:00pm ET, Monday – Friday. Please provide the order number in your message.

10. What if I need to place an order and I am already over my monthly order limit?

You may not exceed your assigned monthly limit. Your limit will reset on the 1st of each month.

