



Ecommerce FAQs

I can't register for a new account

Only current RhythmLink customers are able to create and log in to order products on the RhythmLink Website. If you aren't sure what your account number is, please call our sales team at 866.633.3754 (803.252.1222) and they would be happy to look it up for you. If you don't have one, we'd also be happy to get you set up as a new RhythmLink customer!

Why do I need an account number?

Only current RhythmLink customers are able to create and log in to order products on the RhythmLink Website. If you aren't sure what your account number is, please call our sales team at 866.633.3754 (803.252.1222) and they would be happy to look it up for you. If you don't have one, we'd also be happy to get you set up as a new RhythmLink customer!

I registered for an account, but I can't log in.

Please try to reset your password using the login form. If you do not receive a link to reset your password, please check your spam folder. If you still do not see one, please contact sales@rhythmink.com for assistance.

I'm not sure if I have a login already

Please attempt to reset your password using the email you likely registered with. If you receive an error, you likely do not have an online account and can use the registration form to create one. You will need your RhythmLink account number to register. If you had an account on our old ecommerce site, please note it will not carry over and you will need to register again.

The product I want says "Call for price"

We want to make sure you get the best price on all of our products. We offer volume discounts and would be happy to extend your pricing to new products. Call your sales representative directly for a new quote, or reach out to 866.633.3754 (803.252.1222) or sales@rhythmink.com for assistance.

I don't see the product I want online

Certain products, including custom products, may take longer to be loaded into our website. If you cannot find a specific sku online, please reach out to our sales team to complete your order at sales@rhythmink.com or 866.633.3754 (803.252.1222).

Can I be invoiced instead of entering a credit card?

This is a feature we hope to add in the future! For now, we can only process orders on the website using a credit card. If you need/prefer to be invoiced, please continue to email, fax or call in your orders to our sales team.



Why does it say I have no/minimal order history?

Only orders placed through the site will appear in your order history. If you have previously emailed, faxed or called in your orders, you will unfortunately not be able to view them online right now. If you need past order information, please call 866.633.3754 (803.252.1222) or email sales@rhythmink.com for assistance.

Did my order go through?

After checkout you should see a confirmation on the screen and receive an email notification confirming your order. If you do not receive one, please check your spam folder. If you still do not see one, please contact sales@rhythmink.com for confirmation of your order.

When will I receive my order?/what Shipping options do you provide?

We strive for same day processing and shipping of orders that are placed before 3 PM EST. Shipping options will be displayed to you at checkout. If your order is urgent, we recommend calling us to ensure the fastest processing.

Can I set up recurring or standing orders online?

Our sales team would be happy to set up a recurring order for you! At this time we can not process these through the website. Please contact our team by phone or email to get started: 866.633.3754 (803.252.1222) or sales@rhythmink.com.

Who should I contact if I still have issues?

Email us at sales@rhythmink.com, or call us at 866.633.3754 (803.252.1222)