

Frequently Asked Questions

How do I know which check presenters are complimentary and which ones aren't?

To check which products are complimentary, please enter your 10 digit American Express Merchant ID on the homepage to get started. If you do not have your Merchant ID#, please call American Express Merchant Services at 1-800-528-5200. If you are eligible for complimentary styles, you will be directed to those options on the site. If you are not eligible or the style you prefer is not one of your complimentary styles, you have the option to purchase your style of choice.

Why are some check presenters complimentary and others aren't?

Select styles are provided complimentary courtesy of American Express. Other styles are available for purchase.

What if I just want to purchase check presenters?

You may purchase check presenters on this site as well. All products are available for purchase.

What is the eligibility criteria?

Select American Express Restaurant Merchants are eligible to order up to 50 complimentary check presenters per restaurant location every six months. Eligibility is based on various criteria such as charge volume.

I'm ordering for multiple locations, but want all check presenters shipped to one address. How can I do that?

To place this order, please call Taylor customer service at (855) 312-9262. Be sure to have your American Express Top of Chain Account number handy.

I'm ordering for multiple locations, but want all check presenters shipped to multiple addresses. How can I do that?

We can only ship to one address per order. You may submit multiple orders to ship to multiple addresses.

Will I be able to order check presenters in bulk through this new process?

Absolutely! Just complete your check out as normal via the website.

What if I don't know my Merchant ID number?

If you do not have your Merchant ID#, please call American Express Merchant Services at 1-800-528-5200.

When will I receive my order?

Standard delivery is within 2 weeks for the non-customized versions of the following styles: Double Panel, Single Panel and Tip Trays. Due to global supply chain issues, standard delivery is 12-14 weeks for the following premium styles: French-Turned, Small Hard Cover, Large Hard Cover, Window, & Premium Curved Edge as well as customized versions of the Double and Single Panel check presenters.

Can I change or cancel my order?

Once your order has been placed, the order cannot be cancelled or changed.

I want to send my order outside the US. How do I do that?

Shipping is only provided in the United States. International shipping is not available at this time. We are looking to expand this feature at a later date.

I'd like to make some design changes to my logo. Can you help me with that?

Taylor will reformat and resize your logo, but Taylor cannot make design changes to it. Please have a graphics professional assist you with logo modifications.

I don't like the way my logo looks on the digital proof, or I can't get it uploaded to the website. How can I get help with this?

Email your logo to AmexSignage@TaylorCorp.com – please include your restaurant name and American Express Merchant ID#.

If you need further assistance please contact the Taylor Signage Support Team Monday-Friday toll free at 855-312-9262 from 8:00am - 5:00pm EST or AmexSignage@TaylorCorp.com.

The logo for Taylor Signage, featuring the word "TAYLOR" in a bold, white, sans-serif font. The letter "O" is replaced by a stylized circular icon containing a vertical line and a horizontal line, resembling a power button or a target. The logo is set against a dark gray rectangular background, which is accented by a thin red horizontal line at the bottom.

TAYLOR