

COMPANY STORE FAQ

■ RETURN POLICY

Branded items within the company store that are 'on-demand' are produced specifically for you as you place your order; therefore, returns can only be accepted if there are issues with production. To follow are examples of returns that will be accepted and those that would be declined.

EXAMPLES OF ACCEPTED RETURNS:

- If item shows up damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item than you originally ordered, then you can exchange that item for the correct item originally ordered.
- You did not receive the right embroidery logo or color.
- You received a different size and/or color than you initially requested.

EXAMPLES OF DECLINED RETURNS:

- You ordered the wrong size and your item doesn't fit.
- You don't like the item after you receive it, or you changed your mind.

■ PRODUCTION TIMELINES

CUSTOM ON-DEMAND APPAREL ITEMS

- Standard turnaround time for apparel is 7-10 business days.

CUSTOM ON-DEMAND PROMOTIONAL ITEMS

- Can vary by product and time of year, but the rule of thumb is production timeline of 7-10 business days

■ QUESTIONS OR ISSUES?

Trouble with the company store or orders?
Call Regency 360 Customer Service at
888.973.4362. Hours of Operation:
8:00 a.m - 6:00 p.m. EST