

# SCORE COMPANY STORE FAQ

## RETURN POLICY

### Return Policy for the SCORE company store items.

Returns will be accepted if there are any 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 show's up damage 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.
- Did not receive the correct embroidery logo or color.
- Received a different size and/or color than you originally ordered.

#### EXAMPLES OF DECLINED RETURNS:

- Ordered the wrong size and your item doesn't fit.
- If you don't like the item after you receive it.

## QUESTIONS WITH ORDERS

Trouble with your login, an order, or simply need help please submit a support ticket through the support portal on your landing page.

[www.companywebstore.com/score/](http://www.companywebstore.com/score/)

## PRODUCTION TIMELINES

#### APPAREL ITEMS

- Standard turnaround times for apparel is 12-15 business days.

#### PROMOTIONAL ITEMS

- Determined by product as well as the time of year, best rule of thumb is production timeline of 7-10 business days

#### PRINT ITEMS

- Standard turnaround around 5-8 business days

#### INVENTORY ITEMS

- Determined by your geographic location, plan for 1-3 business days.