

EYECARE SERVICES PARTNERS FAQ

RETURN POLICY

Return Policy for the Eyecare Services Partners 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 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.
- 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.

<https://www.companywebstore.com/esp/>

PRODUCTION TIMELINES

APPAREL ITEMS

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

PRINT ITEMS

- Standard turnaround time for print is 5-8 business days.

ACCOUNT MANAGER

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