

# SVT FAQ

## RETURN POLICY

### Return Policy for SVT 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.

## PRODUCTION TIMELINES

### APPAREL ITEMS

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

### PROMOTIONAL ITEMS

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

### PRINT ITEMS

- Standard turnaround time is 7-10 business days.

### INVENTORY ITEMS

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

## ISSUE 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.

## NEED HELP COMING UP WITH IDEAS FOR YOUR EVENT?

Looking for new unique ideas to set yourself apart for an upcoming event? Reach out to Kyle Bennett & the Regency team with event detail listed below.

- Date of the event?
- Budget?
- Details of the event?
- Order quantities?

## LANDING PAGE

<https://companywebstore.com/gosvt>

Link to Support Center is on this page in case you have any issue or questions while on the site.

Request Login link is on this page in case you have not been provided a login. Note, this will take 48-72 hours to receive an email notification letting you know the login has been created.