

## | RETURN POLICY

Return Policy for the Franklin University 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.

## | PRODUCTION TIMELINES

### APPAREL ITEMS

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

### PROMOTIONAL ITEMS

- Standard turnaround times for promotional products vary based on product type – the standard is 7-10 business days + shipping.

## | NEW LOGIN ACCESS

To access the Franklin University student store, please click the "Self-Registration" icon and create a login. Once completed, you will be able to browse the store and purchase items. If you already have a login, simply enter those credentials in the appropriate fields. All payments are due at the time of order via credit card.

## | ISSUES WITH ORDER

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

<https://companywebstore.com/franklin/>