

Shipping, Production & Store Policies

Thank you for shopping with us! Because our items—including DTF transfers, t-shirts, hoodies, caps, tote bags, mugs, and tumblers—are custom decorated and printed to order, we follow a strict set of production and fulfillment guidelines to ensure the highest quality.

1. Production & Shipping Timelines

- **Processing Time:** Standard order processing and printing take approximately [7-14] business days before shipping.
- **Shipping Rates:** We charge a standard flat-rate fee per item at checkout. Enjoy Free Economy Shipping automatically applied to all orders with a product subtotal of \$75.00 or more.
- **Delivery:** Tracking information will be emailed to you the moment your package is fulfilled and handed over to the carrier.

2. Care & Wash Instructions

To ensure the maximum longevity of your custom printed designs, please follow these care instructions carefully:

- **Apparel (T-Shirts, Hoodies, Tote Bags):** Turn garments inside out before washing. Machine wash cold with mild detergent on a gentle cycle. Do not use bleach or fabric softeners. Tumble dry on low heat or hang dry for best results. Do not iron directly over the printed DTF design.
- **Headwear (Caps):** Hand wash or spot clean only with a damp cloth and mild detergent. Air dry fully. Do not place caps in a washing machine or dishwasher.
- **Drinkware (Mugs & Tumblers):** Hand wash gently with a soft sponge to preserve the printed surface. Do not place custom tumblers or mugs in the microwave or dishwasher unless explicitly labeled on the item description. Avoid soaking drinkware for extended periods.

3. Cancellation & Return Policy

- **Cancellations:** Because production begins quickly after an order is received, cancellation requests must be submitted within [2] hours of placing your order. Once printing or processing has started, orders cannot be canceled.
- **Returns & Exchanges:** Due to the custom-made nature of our apparel, bags, caps, and drinkware, all sales are final. We do not accept returns or exchanges for buyer's remorse, accidental orders, or incorrect size selections. Please review our sizing charts carefully before purchasing.
- **Damaged or Incorrect Items:** If your order arrives damaged, defective, or contains a printing error on our part, please contact customer support within [7] days of delivery. Include your order number and clear photos of the issue so we can issue a replacement or store credit immediately.