

FAQs

- Q: What is the estimated timeline once an order is placed?
 - A: Most in-stock (non-customized) items ship in 2 to 3 days. If an item is being customized, it is a standard 2-week turnaround time.
- Q: Can I customize my apparel?
 - A: Yes, for some items. The *Next Level Cotton T-shirt*, the *Ogio Endurance Pulse T-shirt*, and the *Ogio Endurance Peak T-shirt* are all available for customization. The screen print customization cost is \$5 per line of text with a maximum of 2 lines of text (\$10).
- Q: If my apparel doesn't fit, can I return it for an exchange?
 - A: Yes, non-customized apparel can be exchanged for a different size. The customer is responsible for the return postage on the exchange. Any item that has been customized CANNOT be exchanged.
- Q: Is there a re-stocking fee on exchanges?
 - A: No, there is no re-stocking fee. However, the customer is responsible for the return postage on the original product.
- Q: Once my item ships, is there a way to track the package?
 - A: Once an order is placed through the site the customer will receive an email notification with the order details. All orders will ship via USPS if that method is available, and if not, the order will ship via UPS. After the order ships the customer will receive a shipping notification email with a valid tracking number.
- Q: If I want to buy apparel for my whole team, is there a volume discount?
 - A: Yes, please contact Michele Fausti for bulk order purchases: mfausti@hdsideas.com
- Q: How do I get a refund if the non-customized item cannot be swapped for another size?
 - A: Simply call HDS at 800-220-1497 and request to return the item for credit. Once the items is returned, are fund will be processed for the returned merchandise.
- Q: I can't find the sizing chart for the apparel?
 - A: The sizing chart is listed under the zoom in for details tab.

