

## What is "Print-On-Demand"?

Instead of keeping inventory on hand in our warehouse, we work with a print-on-demand drop shipper. This company produces and ships the item(s) directly to the customer on our behalf.

## How long will it take to get my order?

Most print-on-demand products are produced within 3–7 days after the order has been placed. The shipping time depends on your location, but it usually takes an additional 3-4 business days.

## Can I track my order?

You'll receive a tracking link via email when your order ships out.

## My order should be here by now, but I still don't have it. What should I do?

Before contacting us, please take the following steps:

- Verify that the shipping address is correct on your confirmation email
- Stop by your local post office to see if they have your package
- Ask others in your household if they received the package
- Check with your neighbors to see if the courier left your package with them

If the shipping address is correct, and the package wasn't left at the post office or at your neighbor's, email us at [ordersupport@afa.net](mailto:ordersupport@afa.net) with your order number.

If you did find a mistake in your delivery address, we can resend your order, but additional shipping will be charged.

## I received a wrong/damaged product, what should I do?

We're so sorry if you received the wrong product or it arrived damaged. We will be happy to assist you. To help us resolve this quickly, please email us at [ordersupport@afa.net](mailto:ordersupport@afa.net) within 7 days of receipt with photos of the wrong/damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible.

## Returns

### What's your return policy?

Because each item is produced to fulfill a specific order, refunds and exchanges are only offered for incorrect or damaged items. If either applies to your order, please contact us at [ordersupport@afa.net](mailto:ordersupport@afa.net) with photos of wrong/damaged items, and we will work with our supplier to correct the situation.

### Can I exchange an item for a different size/color?

At this time, we don't offer exchanges. If you're unsure of sizing, please refer to the brand-specific sizing chart found below the product description.