



200 Research Drive  
Milford, CT 06460  
203.878.1814

## Frequently Asked Questions

If your question is not answered below, please call Customer Service at: 1.800.633.3536.

**Q: Why do I need to set up an account in order to place an order?**

A: You must set up an account prior to being able to place an order. This will make for easier checkout and order tracking as well as give you access to your account history.

**Q: What methods of payment can I use for my order?**

A: You can use all major credit cards to pay for your order (Mastercard, VISA and/or AMEX).

**Q: Will I have to pay for shipping for my order?**

A: All orders are shipped via UPS Ground. Freight is calculated by the weight and shipping destination of the order.

**Q: Can I cancel my order once it is placed?**

A: You can try to cancel your order by calling Customer Service at 1.800.633.3536.

**Q: How long will it take for my order to arrive?**

A: Standard orders take approximately two weeks to produce and ship.

**Q: Is my order returnable if it doesn't fit or I just don't like it?**

A: Your order is returnable for company store credit for unworn goods only within 7 days of receipt of item.



200 Research Drive  
Milford, CT 06460  
203.878.1814

**Q: Will I be notified when my order ships?**

A: You will receive an email confirmation when your order ships. The anticipated in hands date will be shown on your order confirmation.

**Q: What if there is something I want to order that is not shown on the site?**

A: If there is something that you would like to order that is not shown on the site, please contact Customer Service at 1.800.633.3536.

**Q: How will the logo be applied to the item I am ordering?**

A: In most cases, the logo will be embroidered. If there is a different application method, it will be noted on the item's page or you can call Customer Service at 1.800.633.3536 to confirm.

**Q: Where will the logo be placed on the garment that I am ordering?**

A: On most shirts, sweatshirts, and jackets, the logo will be placed on the left chest. On hats and other smaller items, it will be centered in the middle of the item. For questions or to confirm placement, please call Customer Service at 1.800.633.3536.

**Q: Are the EBP and DSC logos available on all items?**

A: Yes, both logos are available on most items. For any questions regarding the available logos on the particular garment you are ordering, please call Customer Service at 1.800.633.3536.