



ORDER PROCESSING

All orders are processed at the beginning of each week. After all orders are processed, we require **10-15 BUSINESS** days for production (15-20 days for scrubs). *So if you place your order on a Tuesday, it will not be processed until the following Monday.*

After an order has been placed, the customer will receive an order confirmation in the email they provided. **Please note to check the junk folder of your email if you did not receive your order confirmation in your inbox.*

If you have questions about your order, or your order has taken longer than the given time-frame, return to the site that you ordered from and select the FAQ's button at the top. Then select Order Support and fill out the form with the required information.

You will need your first and last name, email, phone number, order number, and a brief description of the issue. Your order number will be on the order confirmation that you received via email. Our office manager will assist you with any issues.

Please be sure to check sizing charts prior to ordering. For all embroidered items, there are no exchanges or returns.

