

Policies



Turnaround Time

Our standard completion time for all orders is 3 to 4 weeks after the initial deposit and all approvals (artwork / information) has been made. The turnaround time for each order is influenced by both the order date and the size of the order. To ensure a smoother process, we strongly advise customers to place their orders as early as possible. This allows us to account for any potential variations in the turnaround time and guarantees a more reliable delivery schedule.

Sizing

To ensure accurate sizing for uniforms, we kindly request that clients utilize our company's sizing charts when making a purchase. We are unable to determine the appropriate size based on uniforms you may have worn from other sources in the past. In order to facilitate the best fit for your order, we strongly encourage purchasing a sizing kit prior to placing your order. This will help you determine the most suitable size and avoid any sizing-related issues. Our goal is to provide you with a well-fitted uniform that meets your needs and expectations. If you have any questions or require assistance with sizing, please don't hesitate to reach out to our customer service team who will be happy to assist you.

Changes to order

As part of our operational process, once an initial deposit is made for an order, it cannot be changed or modified. To ensure the accuracy and timeliness of your order and minimize any potential issues, we kindly ask that you thoroughly review all order information before submitting it to us. This includes verifying the product specifications, quantities, sizes, colors, and any customization details. By carefully reviewing your order prior to submission, you will help us streamline the production process and minimize any delays or complications.

Errors

We understand the importance of accuracy in orders and aim to address any mistakes promptly. Our policies regarding order errors are as follows:

Mistakes made by our company: If we make any errors that result in incorrect sizing, numbers, player names, or team names, we will take responsibility for correcting them at no additional cost to the affected team. We value your satisfaction and will make every reasonable effort to rectify any mistakes made by our company.

Mistakes made by customers: If mistakes in sizing, numbers, player names, or team names are caused by customers, and new apparel needs to be made to correct them, the cost for remaking the items will be charged to the customer. However, we will offer a reduced rate for these remade items.

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Reporting issues and requesting redos or credits:

Any problems with the items that may qualify for a redo or credit, such as design issues, misspelled names, missing items, or items with rips or tears, must be reported within 7 days of receiving the order. It is crucial to notify us promptly to address the issue. Visual evidence of the errant apparel must be provided to facilitate the investigation and resolution process.

Replacement time-frame: Once the issue has been investigated and a redo order has been placed, replacement items generally take 15 business days to be received.

Colors

Various factors can contribute to colors appearing in different shades. Factors such as lighting conditions, display settings on different devices, fabric characteristics, printing processes, and individual perception can all impact how colors are perceived.

We make every effort to accurately represent colors based on the Pantone color codes provided in your designs or the closest Pantone match. However, due to the inherent variations in color reproduction, we cannot guarantee an exact color match on every fabric or in every situation. While we strive to minimize any discrepancies, we want to emphasize that slight variations in color are a common occurrence in the printing and manufacturing process. These variations should be expected and are not eligible for refunds or returns unless the colors used by us were on the artwork approval form.

Shipping

While we strive to ensure timely delivery of orders, it's important to note that once the package is handed over to the shipping carrier, we cannot be held responsible for any shipping delays that may occur. External factors, such as weather conditions, customs procedures, or logistical issues, may impact the delivery timeline. We suggest providing ample time prior to your season starting in the case of shipping delays.

However, we will make every effort within our control to assist and support you in resolving any shipping-related issues. This may include communicating with the shipping carrier on your behalf or providing any relevant documentation or assistance needed to track or locate the package.

If you encounter a shipping delay or have any concerns about the status of your shipment, we encourage you to contact our customer service team. We will do our best to provide you with the necessary information and support to resolve the situation.

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Sales Tax / Duties

Applicable sales tax will be added to each order. If your organization is a valid 501(c)(3) nonprofit and you want to waive sales tax, you will need to provide a valid 501(c)(3) certificate or other documentation as proof of your nonprofit status.

Based on the country of delivery, there may be additional duties added to the shipment which is the sole responsibility of the client.

Warranty

Game Changers Gear provides a guaranteed warranty period of 21 days for all custom uniforms and apparel starting from the date of delivery. During this period, if any items are found to have defects or experience rips or damages, Game Changers GEAR will replace them free of charge. To initiate the replacement process, customers must include a written explanation of the problem with photos, demonstrating the issues with the items. After the 21 day period, Game Changers Gear is no longer liable for any damages or issues that may occur with the apparel.

To ensure timely assistance and a smooth resolution process, customers are encouraged to promptly report any defects or damages within the 30-day warranty period and provide the necessary documentation. This enables GCG to assess the issues and take appropriate action to replace the affected items.

Refunds or Returns

We do not offer refunds or accept returns for purchases. Items are custom-made, they are tailored specifically to each customer's requests, which makes it difficult to resell them to other customers. By completing the payment for your order, you are acknowledging and agreeing to our company's No Refund & No Returns policy.

