

# FAQ



## What is the process for purchasing uniforms?

- Complete Order Inquiry
- Receive and complete Artwork Request Form
- Make adjustments / approve artwork
- Complete order form on Uniform Spreadsheet
- Receive Invoice / Approve Order
- Client submits 50% of invoice
- Uniform production begins
- Uniform completion
- Client submits final 50%
- Uniforms delivered to client

## What is your turnaround time?

Our standard turnaround time for order completion is 3 to 4 weeks after initial deposit is made. While we make every effort to complete orders within this time frame, it's important to understand that the actual turnaround time can be influenced by factors such as order date and size. We prioritize transparency and will keep you updated on the progress of your order. In some cases, orders may be finished sooner than expected. However, to ensure timely delivery, we recommend placing your order at least 6 weeks before you require the items. During peak ordering times, the maximum delivery time can be up to 6 weeks. Rest assured, we are committed to delivering your order promptly and maintaining the highest quality standards.

## What is your policy on errors with uniform names and numbers?

At Game Changers Gear LLC., we want to ensure the highest level of accuracy in all our orders. Regarding player names on uniforms, we kindly request that customers provide us with a spreadsheet containing the names, numbers, and sizes to minimize any potential errors. While we strive to accurately replicate the information provided, we cannot be held responsible for size or spelling errors on the customer-provided spreadsheet.

In the event that an error occurs and Game Changers Gear LLC. is responsible for a mistake, we take full accountability for it. In such cases, we will replace the items ordered at no additional cost to the customer. Our commitment is to deliver products that meet your expectations, and we value your satisfaction above all.

## Do you offer discounted pricing?

We appreciate your business, and understand the importance of providing affordable options for our customers. We offer bulk order pricing and provide discount pricing on orders that include multiple items, tailored to your specific needs and requirements. If you have any specific requirements or questions regarding pricing or offers, please feel free to reach out to us. We would be more than happy to assist you.

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## Can I order samples?

Yes, One full uniform sample is \$150 and will take 2 to 4 weeks for production. (Price includes shipping) Sample availability will depend on current production for bulk orders. If you are interested in ordering a sample or have any further questions, please reach out to our team. We will provide you with the necessary information and assist you in placing your sample order.

## How much do I have to pay up front?

To initiate your order at Game Changers Gear LLC., a 50% deposit is required at the time of placing the order. This deposit ensures that production can begin and materials can be procured for your order. Once your goods are ready to be shipped, the remaining 50% balance will be due. Please note that prompt payment is important, as any delay in settling the balance within 10 days of the ready-to-ship date will result in a 10% penalty. This penalty will be added to your final invoice. Should you have any further questions or require clarification, please don't hesitate to contact us. Our team will be more than happy to assist you.

