



## PrivateGarb Online Shopping

### FAQs

Q. How long before I get my order?

A. 97.66% of our orders are shipped within 5 business days. More than a half of our orders are shipped within 3 business days or less.

Q. What type of t-shirts do you use?

A. We offer all different kinds of garments and items. Once you have selected an item you can read the description below it. That will list all pertinent info, including apparel brands. We carry American Apparel, Gildan, Alternative, Anvil and more.

Q. What is your return/exchange policy?

A. Items on PrivateGarb.com are custom made and printed just for you. We cannot offer returns unless the item is defective/damaged. We do not offer exchanges or refunds for sizing issues. Please refer to our size charts to make sure your garment will fit. Any claims for damaged/defective items must be submitted within 14 days after the product is received. For packages lost in transit, all claims must be submitted no more than 14 days after the estimated delivery date.

Q. Can I cancel an order once I place it?

A. Orders cannot be cancelled once an order is placed. This is because we print our products as they are ordered. Once we begin production of your item, we cannot go back.

Q. Can I order something and Tweak the design?

A. No, since our items are one-of-a-kind designs by the artists with exclusive rights, the design can't be changed.

Q. What is sublimation printing?

A. Sublimated type of printing doesn't rely on a sticker or decal. It isn't just ink painted onto the surface of a material. Instead, using heat, the ink is actually transferred to the material and bonded with it. Sublimated designs are more durable and more vibrant than other printing methods. White streaks/creasing cannot be avoided with our sublimation process. These marks are most common under the arms of the garments and near stitching (sides, collars, shoulders, etc).

Q. What is DTG?

A. DTG stands for Direct to Garment. It's a unique process that uses a specific DTG printer to transfer images directly to t-shirts, hoodies, and other pieces of clothing. Basically, a DTG printer is a lot like an inkjet style printer, using magenta, yellow, cyan, and black inks to create all of the colors of the rainbow.

Q. What is Cuts and Sewn?

A. Cut and sewn products are limited-run items that are specifically made with a cool design. Cut and sewn products are printed with a full color all over sublimation print.

Q. How should I wash my printed garments?

A. Be wary of washing and drying on a high setting, especially when the garment is 100% cotton. High temperature washes can fade and crack the print and high temperature dryer settings can shrink the garment, as well as damage the print. In order for you to prolong the life of your custom print, we suggest following the care instructions below:

Machine wash cold, inside-out, gentle cycle with mild detergent and similar colors. Use non-chlorine bleach, only when necessary. No fabric softeners. Tumble dry low, or hang-dry for longest life. Cool iron inside-out if necessary. Do not iron decoration. Do not dry clean.

Q. My order shows it is being returned to sender, what now?

A. There are a few reasons an order can be returned to sender but most often it is due to an undeliverable address. Other instances include the package being unclaimed at customs or refused/returned. You will receive notice once the order arrives back to our facility and you will be contacted to determine how you would like to proceed. If you wish to have the product reshipped to an updated address, new shipping charges will be applied. New shipping charges will be applied for orders that have been unclaimed at customs, returned by customer, or had an incorrect address originally provided.