

FAQ

What are your business hours?

Our business hours are: Monday thru Friday 8 am to 8 pm CST.

What guarantee does your company offer?

Our Guarantee: If the custom goods you order from us differ materially from the proof you have approved or if the goods are otherwise flawed, you may return the order for a full refund within 15 days of receiving your order. Simply call or e-mail us within 24 hours of receipt of your order with any issues and we will make it right. If you have a return, you must call and speak with a representative to receive an RA number. Returns will not be accepted without an RA (return authorization).

What is the least expensive imprinted t-shirt?

The least expensive t-shirt is our white G500 5.3oz. heavy cotton t-shirt with a 1-color design. Pricing is based on the following factors:

- Shirt style and color
- Number of colors and locations printed on the shirt
- Quantity of shirts ordered

Do you charge sales tax?

Sales tax is charged only on orders shipped to an Illinois address.

Will my shirts look exactly like what I designed on-line?

The on-line design module provides a general proof confirming your garment type, color, and artwork (including imprint colors, size and position). This proof directly guides our professional staff to produce your order to your specifications.

What forms of payment do you accept?

You may make payment using Visa, Mastercard, and American Express. Orders are processed securely using Secure Socket Layer Technology. Purchase Orders (P.O.'s) are accepted but are reserved for qualified organizations such as schools, government agencies and large corporations. Purchase Orders must be verified and therefore can only be placed by phone.

Do you allow changes to an order?

Once placed, an order is final and cannot be changed. This cancellation policy exists because of workflow issues involving textile stock, screen supplies, and scheduling press time. Please make sure your order is exactly the way you want it before ordering.

How does your company ship?

We ship almost exclusively with FedEx. Ground is our standard service but overnight, 2-Day and 3-Day service are also available. NOTE: We are not responsible for delays in delivery by the carrier for reasons of their choosing (e.g. adverse weather conditions). Refunds will not be offered if the carrier does not meet their delivery responsibilities.

Do you have a sizing chart?

Product	S	M	L	XL	2XL	3XL	4XL	5XL
Adult T-Shirt	18x28	20x29	22x30	24x31	26x32	28x33	30x34	32x35
Adult Sweatshirt	20x26.5	22x27.5	23x28.5	26x29.5	28x30.5	30x31*	32x32*	34x33*
Ladies T-Shirt	18x25	20x26	22x27	24x28	26x29	—	—	—
	YS	YM	YL	YXL				
Youth T-Shirt	14x18	16x20	17x22	18x24				
Youth Sweatshirt	15x18	17x21	19x24	20x25.5				



OXFORD
AMERICA

MEASUREMENT GUIDE

WOMEN'S

XS	S	M	L	XL	1X	2X
2	4-6	8-10	12-14	16-18	20-22	24-26

MEN'S

XS	S	M	L	XL	XXL	3XL
32-34	35-37	38-40	41-43	44-46	48-50	52-54

What is your User Agreement?

Promoversity thanks you for your business. As part of our commitment to quality products and services, we request that you review the following terms, conditions and legal agreements that apply to your use of our WebSite and services. We look forward to working with you. As always, if you have any questions regarding these Agreements, please do not hesitate to email us (service@promoversity.com) or call (877) 737-7137.

AGREEMENT:

This Agreement controls your use of the WebSite and the goods and services involved. By using the WebSite and the goods and services, you understand that you are agreeing to abide by the terms and conditions contained herein.

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INDEMNITY:

You understand and agree that you will defend, indemnify and hold Promoversity, its associated entities, and representatives harmless from and against all claims, damages, costs, expenses, including reasonable attorney fees, relating in any way to your use of this WebSite and/or the sales or services of ExpertShirt; your failure to comply with this agreement; and/or your violation of the rights of any third party.

GOVERNING LAW AND JURISDICTION:

The laws of the State of Illinois, and where applicable, federal law, shall apply to all disputes related to your use of this Website, including, but not limited to, all issues related to sales, services, products, delivery, payment, and indemnity.

You agree that the sole and exclusive jurisdiction for the purpose of resolving any dispute shall be the United States District Court, Northern District Court, Chicago, Illinois.

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