

# Online Store FAQs

## How much does it cost to open an online store?

There is a \$100 fee for first time store customers. This cost covers simple artwork changes and building the store. This is a one-time fee for new customers. Full logo design is \$35 per hour and can be invoiced separately or incorporated into garment pricing.

## How long should I keep my store open and how often can I open my store?

We suggest keeping a store open 2-3 weeks at a time. Stores may be opened a maximum of 4 times a year (sales dependent).

## When will my order be ready?

Depending on the size of the store, the process from building a store to orders ready for pickup/shipping is 5-6 weeks.

## How many designs and products can I have in my store?

Each introductory store is allowed three processes (print or embroidered locations) and 2 designs. Each design may be up to three colors. Introductory stores are allowed 5 garment choices. If sales are successful, that number can be increased to 10 garment choices for future stores.

## How will I receive my order?

Group orders are to be picked up at Mantis Graphics, 557 Easthampton Road, Northampton, MA. Customers who choose and pay for shipping will have their order shipped to the address they provide.

## How do I know what size to order?

The online store includes a very accurate and thorough size chart that you should reference before placing your order. Custom orders can not be returned/ exchanged for another size.

## Can an online store order be returned/exchanged?

No. A custom order can not be returned or exchanged.