

# FAQ's

## **CUSTOMER SERVICE EMAIL --- > MWRIGHTGROUP@GMAIL.COM**

### **How long does it take to receive my order?**

All of our products are printed on demand especially for each customer when they order. This process allows us to create unique and even custom designs with no waste. This does take a bit longer than Amazon Prime shipping from a warehouse of stock, and we appreciate your support of our small business.

United States delivery time estimates are:

Shirts, hoodies and hats- 4 to 7 days.

Mugs and tumblers- 5 to 10 days.

All other products- 10 to 14 days.

Times may differ during both USA and international holidays, and during extreme weather events.

In the event of a sale or during the holidays, shipping times may be delayed.

### **How can I track my order?**

You will receive an email upon creation of the shipping label, which means your order is getting ready to be shipped. You'll receive a link to track your order.

### **How can I contact you?**

Our customer service email is **[mwrightgroup@gmail.com](mailto:mwrightgroup@gmail.com)**.

### ***Do you offer refunds?***

If we have made a mistake, such as sending the wrong item, the wrong size or or if there is a manufacturer defect, please send pictures to **[mwrightgroup@gmail.com](mailto:mwrightgroup@gmail.com)** and we will replace the item. We may have you return the wrong item with a prepaid shipping label. If we are not responsible for the error and you want to exchange your item, you may be subject to a restocking fee.