

Frequently Asked Questions – Print on Demand

What is Print on Demand?

Print on demand items are not in inventory and are produced after an order is placed. The items available on this site are custom branded with your company logo.

Can I order just one item with my company logo?

Yes, the minimum order quantity on this site is one for all items.

How do I know what size to order?

Each apparel item has a size chart on the item page to review before placing an order. How to measure and fit guides are also provided where available.

How do I cancel or change my order?

We cannot make any changes to an order or cancel it once it has been placed. Please make sure you review your order during checkout before submitting it.

When will I receive my Print on Demand order?

Print on demand items typically ship 7 to 14 business days after your order is received. Items that require longer lead times will be indicated on the item page.

If you order multiple items, you may receive multiple deliveries as not all items ship from the same facility.

Standard transit times apply from the ship from facility/s to the address you provided at checkout.

How do I track my order?

Once your order has shipped, you will get a tracking number via email. If you have not received a tracking email after 14 days of placing your order, please contact stores@teambrandscape.com and reference your order number. Please make sure to check your spam folder as well.

Are there any restrictions on shipping?

We cannot ship hard goods that contain lithium-ion batteries like chargers or power banks to Alaska, Hawaii or any U.S territory. If an order containing any of these

items is placed with shipping to these locations, we will cancel and refund your order.

The shipping cost seems high. Why is that?

Your items will ship via Ground delivery.

While we strive to keep the shipping rates as competitive as possible, you may notice that shipping charges are slightly higher than mass-market retailers' to account for individual, on-demand manufacturing and fulfillment from multiple facilities.

Can I exchange or return my order?

Returns and exchanges cannot be accepted for custom branded items. Please keep this in mind when making your selections.

Returns are accepted for items damaged in transit or because of our error. Credit will be applied back to your original method of payment

Please contact stores@teambrandscape.com within 7 business days of receipt of your order to review your return and receive your return authorization.

We will notify you via e-mail of your refund once we have received and processed the returned item.