

IMPORTANT FAQ

The store close date varies on each store and the store shut down is automatically set at the time of the store build - Lates order request may be possible but we need to have an email sent asap to process the request if able. Outedgekim@gmail.com is the email contact.

When will my order arrive?

Once orders are placed and the store is closed apparel is produced. We print all the apparel at the same time at one production date scheduled. The schedule is based on apparel availability and the agreed time for completion with the group manager for each individual store.

*On occasion production can be delayed if there are stock or shipping issues but we will make ever effort to contact the manager of the store at this time to relay the delay information. Order pick up details are available in each store description and shipping/delivery information is selected at check out. The date of items in hand is an estimate and every effort is made to deliver completed orders on that agreed date.

Apparel Availability:

During times of low stock or No stock we will make note of this in the store item description when we are aware. However stock tends to fluctuate quickly at times so we hold the choice to replace out of stock items or sizes with like items that are available to ensure we can keep the store production on schedule.

We will never replace your item with lesser product value or cost – we will ensure upcharge if we have to buy a more costly item to fill the orders. Due to time constraints we usually will not email or contact in this instance.

Did my order go through?

Our platform for ordering works best when used on a computer (not a mobile device) both ways work well but we ask for you to keep your page open to allow the store to process both payment and order information if ordering via mobile.

After placing your order, you will receive a confirmation email. (check spam/junk folder)

If you do not receive the email confirmation, call 319-223-6099 best to reach us M-F 9 to 5.

However, email is best Outedgekim@gmail.com to ensure your order was accepted.

Terms and Conditions

Our custom produced apparel orders are final and we are not held responsible for orders placed in error. We may be able to edit your order if you catch the error please send an email.

If apparel is damaged before or during printing production we will email you with choices for product refund or possible replacement.

If apparel is damaged and we miss the damage - please email us asap after receiving the item. In this instance a refund would be given if items are new and unworn.

In rare instances if a store is not successful and minimums are not met it may not be fulfilled and refunds will be issued.