



## Webstore FAQs

If you do not see your question listed, please feel free to contact us at:

WebstoreInfo@TDMills.com

- Where is my order?
  - For most of our webstores, we do not keep any inventory on site and order the items in bulk from the manufacturer based on the webstore orders we receive. When the store closes, we tally the orders and place the bulk orders. When receive the garments, we decorate them, separate and pack them per order and then either deliver or mail to the customer. The entire process usually takes about 15 – 20 business days from when the store closes.
- How do I get sizing information?
  - The sizing information is shown as a link on most of the products offered. It should look something like what is shown below.  
band for enhanced stretch and re  
[Product Measurements](#)  
[Product Spec Sheet](#)  
[Color Swatch](#)  
**Price: \$8.00**  
\* Size:    
\* Color:    
\* Quantity:
- I didn't get a confirmation email with an order number.
  - If you did not receive a confirmation email, your order did not go through.
  - Please be sure to check your spam/junk folder.
- Can I cancel my order?
  - You may cancel your order by contacting us at WebstoreInfo@TDMills.com before the store closes or before the items are decorated. Once the items are decorated, we are unable to return the garments to the manufacturer for a refund.

- Can I change my order?
  - You may change your order by contacting us at [WebstoreInfo@TDMills.com](mailto:WebstoreInfo@TDMills.com) before the store closes or before the items are decorated we can change sizes and colors. We are unable to switch items due to price differences.
  
- Why am I getting a refund?
  - Sometimes an organization's webstore does not meet the minimum orders needed to place a bulk order. We provide two options. We can refund everyone's order, or we can extend the webstore's deadline date by another week. However, if after extending the deadline date, the minimum is still not met, all orders will be refunded.
  - We email customers prior to issuing the refunds and so you should be aware of why you are being refunded.
  
- What is your return policy?
  - Keep in mind that we are not like department stores or Amazon. The products we sell you are custom designed for your organization/business.
  - We do not refund items if you ordered the wrong size or color so please double check your orders prior to placing. However, if you ordered a specific size or color, and we did not fill the order as placed, you may return the item for a refund.
  - Most of the products offered contain links for size charts. If there is product that does not contain size chart link, please contact us at [WebstoreInfo@TDMills.com](mailto:WebstoreInfo@TDMills.com)
  
- What can I do if I miss the deadline date?
  - We typically close, tally and enter the orders the day after the deadline date. If we have placed the bulk order with the manufacturer, additional orders cannot be added. Please reach out to the person who organized your webstore to see when a future store is planned to open.