

PROFESSIONAL OUTFITTERS

Professional Outfitters Group Site — Terms & Conditions

Custom Orders

All items are decorated with your organization's approved logo and/or personalization. Because these products are customized, all sales are final unless a manufacturing defect or embroidery/print error was made by Professional Outfitters.

Sizing

Please review size charts before ordering if available.

Payment

Orders must be paid in full at checkout unless your organization has arranged an employer-sponsored allowance. Any remaining balance after the allowance must be paid by the employee.

Production Time

Most orders ship within 10–15 business days after store close (or after order submission for open stores). Production timelines may vary during peak seasons or due to supply-chain delays.

Delivery

Orders will be shipped or delivered according to the arrangement made with your organization. Please verify your delivery address or pickup details before completing checkout.

Order Changes

Once an order is submitted, changes cannot be made due to the custom nature of the products. However, if you are able to catch the mistake quickly, please let us know as soon as possible by emailing customerservice@theprooutfitters.com. We'll do everything we can to help.

Privacy & Data Use

Your information is used solely for order processing, production, and communication regarding your purchase. Professional Outfitters does not sell or share customer data.

Branding & Logo Accuracy

All logos and embroidery files used in your store have been reviewed and approved by your organization. Decoration colors, sizing, and placement follow their brand guidelines to ensure accuracy and consistency.

Support & Questions

If you need assistance with an order, please contact us at customerservice@theprooutfitters.com or (317) 560-1248. We're here to help.