### **How Can I Contact You?**

Email our customer service team - **[Your Email]**

### When will I receive my items?

All [Insert Business Name] products are made-to-order. This means your item will usually ship within 3-5 business days however we ask to allow 7-10 business days for your items to arrive to you.

**International orders** can take longer due to extra shipping time and customs processing times.

Once your item ships you will receive an email containing your tracking info so you will have accurate information as to when your order will arrive.

Please note, we work with different suppliers for certain items so they may ship and arrive separately even though they are ordered at the same time.

Please contact **[Your Email]** if your order hasn’t arrived within the estimated delivery time. Keep in mind that delivery times on international orders may take slightly longer.

### My order has been sent, why don't I see the tracking info?

Your order has been sent, but sometimes it takes up to 48 hours for tracking info to show up in the couriers tracking system.

### What quality can I expect from my Jewelry?

➜ Our patent-pending jewelry is made of high quality surgical steel with a shatterproof liquid glass coating and 18k gold finish option.

➜ Our jewelry is hand-made in the U.S.A by awesome working moms just like yours! We hire and train working mothers and pay a living wage. We are proud to support strong communities and keep jobs in America!

This Jewelry Item Is the Perfect Keepsake! Whether for Yourself or a Loved One.

➜ If the custom engraving option is available, engrave onto the back of the pendant your loved one's name, your wedding date, an anniversary, or anything else you want to remember and keep you close to her heart. Each personalized piece offers exceptional craftsmanship that is fit to be an instant classic in your family.

We Offer a 100% Happiness Guarantee

➜ If you’re not 100% satisfied with your purchase for any reason, please contact us and we will make it right. Your satisfaction is our ultimate goal.

### What quality can I expect from my printed T-shirt?

We only use clothing made from trusted brands such as Gildan, Bella and American Apparel, guaranteeing the highest quality in terms of durability and washibilty. For a complete list of products, you can choose from, visit our Apparel page.

You won't be wearing a thick heavy vinyl-coated t-shirt that will have you panting like a dog on a hot summer day! All our garments have been tested for the best printing results. **[Insert Business Name].com** custom t-shirts are perfect for any occasion, be it for events, resell, fashion or great gifts!

### What is your exchange policy?

Hassle-free 30 day moneyback guarantee! Due to the products being print on demand we do not offer exchanges, we do however offer a full replacement if your product has been damaged.

Simply email our support team - **[Insert Business Name]** with your name, order #, a photo of the product and reason.

**\* requests must be requested within 30 days from the date your items were delivered**

### Do you have a sizing chart?

Yes we do, [**CLICK HERE to see the SIZING CHART**](https://winninggiftco.com/pages/size-chart)

### **How secure is my personal information?**

**[Insert Business Name]** uses industry-standard privacy protection; we don't sell, lease or otherwise distribute any personal customer information. What's more, all sensitive personal information is kept securely offline at our privately run data center.

### Do you ship in all countries?

We ship to all countries, all over the world.