



PRIME SWAG STORE FAQ

RETURN POLICY

RETURN POLICY FOR PRIME SWAG STORE ITEMS.

All items available in the PRIME Swag Store are custom, made to order products. Due to the custom nature, returns, exchanges and/or cancellations will not be accepted. Errors in order fulfillment are eligible for return upon request. If you have an approved return, a pre-paid return label will be provided to you.

BELOW ARE EXAMPLES OF RETURNS THAT WILL BE ACCEPTED AND THOSE THAT WOULD BE DECLINED:

EXAMPLES OF ACCEPTED RETURNS:

- Item damaged during shipping.
- Manufacturer or print error.
- Incorrect item shipped.

EXAMPLES OF DECLINED RETURNS:

- Ordered the wrong size.
- Item does not fit.
- Item is no longer wanted or liked.

PRODUCTION TIMELINES

ALL ITEMS

- Custom Apparel & Swag have a standard production time of 7-10 business days. Please note that during the holiday season, production times may vary and delays may occur.

NEW LOGIN ACCESS

If you're shopping the PRIME Swag Store for the first time, please register for an account by clicking 'New User? Register and Shop Now!' on the main page.

<https://www.companywebstore.com/prime/>

RETURNING USERS

Simply visit the main page and enter your **Username** and **Password** where prompted.

Login

NEED HELP?

Trouble with your login, an order, or simply need help? Submit a support ticket through the 'Support Center' portal on the main page.

<https://www.companywebstore.com/prime/>



PRIME