



## Shipping & Return Information

### Freight

#### Orders that total less than \$200-

- Freight and handling charges per flat rate schedule
- Flat Rate Ranges
  - \$35-\$100 \$12
  - \$100-\$199.99 \$16

#### Orders that total \$200 or more

Free Freight

*Totals include set-up fees, but do not include any additional fees such as taxes.*

### Disclaimer

- Flat Rates and Free Freight for Continental U.S. only
- We do not ship internationally
- Free freight is on regular UPS ground only. Any other means such as next day, two day, would be added to the invoice.
- There are no refunds on freight charges.
- Hawaii, Alaska and APO addresses incur additional charges, and do not qualify for FREE shipping. We only ship via USPS to these locations therefore shipping times are not guaranteed.
- We cannot be responsible for any delays caused by USPS, UPS, FEDEX or inaccurate addresses provided by our customers. 3-5 day shipping is based on inventory availability.

### Return Policies

By placing an order on this web site, you indicate that you have read and agree to the following Return Policy and our Terms & Conditions.

- All claims for shortages, damages, defects, price discrepancies, incorrect merchandise, etc., must be reported within 72 hours of receipt of goods. Claims will not be accepted after this time.
- Returns must be made within 15 days of receipt of goods
- Returns are for defective or miss-shipped items only
- There are no returns on clearance items
- A return goods authorization (RGA) must be issued prior to return
- Returns without an RGA will be refused by AQS Logo Wear and returned
- Shipping charges are NOT refundable

- To report a damaged shipment, defective garment or garments shipped in error please email us at [info@aqsmember.com](mailto:info@aqsmember.com) or call us at 916-577-9777 with the following information:
  - Invoice Number
  - Garment(s) to be returned including
  - Brand
  - Style #
  - Size
  - Color
  - Reason for the return
  
- AQS Logo Wear will issue a Call Tag at our expense to pickup any defective merchandise or merchandise we shipped in error. When applicable, a re-shipment will be made in a timely manner at our expense.
  
- Credit will be issued within 20 business days from the date of receipt of returned goods. We request you contact AQS Logo Wear before contacting your Credit Card issuer to question a refund which could result in a chargeback by your credit card issuer.
  
- Returns of unwanted merchandise or merchandise ordered in the wrong size or color by the customer must be approved in advance and will be charged a 15% restocking fee. Returns of this nature must be shipped freight prepaid by the customer. This does not apply to embroidered, imprinted or altered goods.
  
- Refunds on expired credit cards for returns will be issued in the form of an AQS Logo Wear credit only, NO EXCEPTIONS. Up to date credit card information is the responsibility of the customer.