

## **Jann Davis University Merchandise Product Disclaimer Use**

Welcome to the Jann Davis University Store. Hopefully all the information you need to know about ordering and reporting issues with your order will be covered below.

We use an on-demand print company to fulfil order requests. All items are custom made-to-order, so we do not hold any physical ready-made products. This also means **we are unable to offer returns or exchanges if you ordered the wrong size, color or simply changed your mind.**

### **Sizing Information**

The description of each item contains sizing information/guides which are unique to that specific product. There is also information about weight, fabric, fit and how the item runs in size. For example, **women's styles tend to run smaller than unisex styles** and you may have to order one or two sizes up from what you normally would if ordering a unisex style. We **strongly recommend** checking the size guides and sizing information in the item descriptions before ordering, as sizing will differ from product to product.

### **Unsure of Size?**

If you are not sure what size to order, you can measure an existing item in your wardrobe. Lay the product flat down and measure seam to seam across the chest. You can use this measurement to compare it to the width given in the size guides. If in doubt, order up as we are **unable to offer replacements if you ordered the wrong size.**

### **Delivery Times**

Items ordered on a standard delivery tend to take about **5-10 business days** depending on the product. Items are usually in the production stage for 1-3 days and you should receive tracking information once your order is in transit. If your item hasn't arrived after **two weeks**, you can message the **Jann Davis Skills Sport Dance Games** Facebook page in the first instance. If you are not on Facebook, email [info@janndaviscompany.com](mailto:info@janndaviscompany.com). We will need your order name and number to look into it. If you have ordered multiple items, please note that they may arrive in separate deliveries. If we are unaware of an issue with your order and it has **exceeded 4 weeks** since it was supposed to have been delivered, we may be unable to chase it up with the print company or offer any type of replacement.

### **Cancelling / Amending Orders**

We are **unable to cancel or amend orders** once they have been sent, so check that your order is correct before submitting. This is due to items being printed to order and going into the production stage soon after the order goes through.

### **Returns/Replacements**

As all of our products are printed by an on-demand print company, **returns and exchanges if are not supported** if you have ordered the wrong size, color, or simply changed your mind. However, in case of a damaged product or a product or manufacturing error, we might be able to arrange a replacement if you **contact us within 30 days of delivery**