



Frequently Asked Questions

1) What is your return policy?

We unfortunately do not accept returns or exchanges on custom orders (any item with a logo or name). However, if the item you received is incorrect or damaged, we will gladly exchange it for you or provide a refund on a case-by-case basis.

Fulfillment mistakes that we make resulting in the shipment of incorrect or damaged product to you will be accepted for return 30 days from the *date of purchase*.

2) What if I received the wrong items?

If the item you received is incorrect or damaged, we will gladly exchange it for you or provide a refund on a case-by-case basis. Fulfillment mistakes that we make resulting in the shipment of incorrect or damaged product to you will be accepted for return 30 days from the *date of purchase*.

3) What is your typical turnaround?

All monogrammed, vinyl, or graphic orders are customized and made to order. These orders may take up to 10-14 business days to process and be ready for shipment.

If you order a non-monogrammed item in addition to a monogrammed item, your ENTIRE order will ship once the monogrammed item has been completed.

4) What if my item(s) don't fit?

We unfortunately do not accept returns or exchanges on custom orders (any item with a logo). However, if the item is blank and does not fit, we will gladly exchange all UNUSED AND UNWASHED products or provide a refund on case-by-case basis. The customer is responsible for return shipping costs. Lastly, we will not refund you until items are received and passed our quality control inspection.

You have 30 days to return the item from *date of purchase*.

5) How do I change or cancel my order?

Once you have completed and placed your order online, your order is immediately turned in to be ordered and sent to production. Understandably, cancellations or changes to personalized orders cannot be accepted once you have completed and placed your order. Completion of your order confirms and acknowledges that you have reviewed and verified the accuracy of your entire order before it was submitted.

6) What if I did not receive my full order?

We include backorder slips in all orders if an item is missing. If for any reason you did not receive this slip in your package, please email aiorders@ai1313.com with your order confirmation number and we will get you an answer as quickly as possible.

7) How do I return defective items?

Give our friendly customer service team a call at 337.232.7077 or email us at aiorders@ai1313.com, and we will provide you with instructions for returning your items. Please have your order confirmation number handy so we can quickly assist you.

Easy as that!

8) What type of payment do you accept?

We accept Mastercard, Visa, Discover, and American Express. There is also an option for a Purchase Order, but has to be approved by your company. Please get with your employer if you have any questions regarding PO approval.

9) Who do I contact if have other questions?

You can reach one of our devoted customer service reps at 337.232.7077 Monday thru Friday 8:00am-5:30pm and Saturday 10:00am-2:00pm Central Standard time. You can also email aiorders@ai1313.com, and we'll get back to you with a response. Please have your order confirmation number handy so we can quickly assist you.