



HEADSWEATS Full Custom Orders Policy

Returns

No returns are accepted on custom orders. All custom orders are made specifically made to order.

Order modifications

Once your order is placed, we do not allow alterations to sizing, materials, images, or quantities. If you need to order more items a new order must be placed.

Order deadlines for orders with a firm in hand date

For orders with hard in-hand dates, we require that the order is shipped no later than two Thursdays before your event (if it is on a weekend) or approximately 10 days before your in-hand date. Your account manager will be able to provide a deadline for this. If you choose a shipping deadline that is the same week as your event, we cannot guarantee on-time delivery, and we will not be responsible if the order is not delivered by the requested in-hand date.

Order with issues

If you receive a custom item from us that is incorrect, please contact us with your order number so we can assist you in finding a solution. Any issues must be reported within 30 days of receiving your order.

All Custom Orders Are Final.

Acknowledgement And Agreement to Terms and Conditions

The Customer, by submitting an order, or request for an order, hereby agrees to the Terms and Conditions set forth and acknowledges that they have read and understand the Terms and Conditions outlined in this document.

Please reach out to us at orders@headsweats.com or contact your Account Manager if you have any questions.

