

Store Policies



I / the team at the Sweat Squad Shop wanted to take a moment to say thank you to everyone who's showing support to our business in this challenging COVID19 time.

For weeks now, the entire world is adapting to a new normal. It has been so strange for us to deal with the changes, and we're hoping it'll be over soon.

We're staying in touch with our fulfillment partners about fulfillment and shipping delays. According to them, we should expect between 10-20 days for fulfillment, and then add the actual shipping time (see FAQ below).

I know this isn't what you guys are used to, so I'm grateful for your patience as you try out our new brand and continue coming back and enjoying our products.

Some good news is, we now have more time to focus on some exciting designs / products we previously simply didn't have time for. Stay tuned for more additions to our collection!

Thanks again, and, most importantly, stay safe.



How the Sweat Squad Shop is adapting to Covid-19:

The Sweat Squad Shop works with a fulfillment partner to print and ship our orders. We're in regular communication with them for the latest updates of what's going on.

Our fulfillment partner is still operating and we're continuing to accept orders. Fulfillment and shipping will take longer but your order will reach you.

Your support means a lot to us, especially during this time. Stay safe and take care of yourselves.

Health is the number one priority right now, so stay safe.



Delivery

When will I get my order?

It typically takes 3-7 days to fulfill an order (10-20 days during COVID19), after which it's shipped out. The shipping time depends on your location, but can be estimated as follows:

USA: 5-8 business days

International: 10-20 business days

Where will my order ship from?

We work with an on-demand order fulfillment company with facilities worldwide!

Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

Check your shipping confirmation email for any mistakes in the delivery address. Ask your local post office if they have your package. Stop by your neighbors in case the courier left the package with them.

Pro tip: Package theft is on the rise—If you're expecting a home delivery and you know you won't be home to accept it, use an address where you know you'll be! If the shipping address was correct, and the package wasn't left at the post office or at your neighbor's, get in touch with us at toriheyman.fitlife@gmail.com with your order number.



Orders

How are your products made?

We work with a reliable, high-quality print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

How do I track my order?

If your shipping method includes tracking, you'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at toriheyman.fitlife@gmail.com.

I received a wrong/damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at toriheyman.fitlife@gmail.com within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible!



Returns

What's your return policy?

We don't offer returns and exchanges, but if there's something wrong with your order, please let us know by contacting us at toriheyman.fitlife@gmail.com !

Do you offer refunds?

Refunds are currently only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at toriheyman.fitlife@gmail.com with photos of wrong/damaged items and we'll sort that out for you.

Can I exchange an item for a different size/color?

At this time, we don't offer exchanges. If you're unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section. Though rare, it's possible that an item you ordered was mislabelled. If that's the case, please let us know at [insert your support email here] within a week after receiving your order. Include your order number and photos of the mislabeled item, and we'll send you a new one, or issue a refund!