FREQUENTLY ASKED QUESTIONS

How long will my order take?
- Orders will be typically delivered within 2 weeks.
- During the holiday season (approximately the 2nd Week of November through 2nd Week of January), turnaround time will be extended to 3-4 weeks.

Shipping Method and Cost
- Orders are shipped via USPS Priority Mail.
- Every effort is made to keep the cost of shipping as low as possible.
- If you need special shipping, please contact us before placing your order.

Order Tracking
- Contact us for an order status.

Returns/Exchanges
- Exchanges due to size, color, or style are not accepted.
- Returns cannot be processed once the garment is imprinted with a logo, etc.
- If you have placed an order and are not satisfied with the merchandise, we ask that you ask someone who might be interested in purchasing it from you.

Damaged Goods
- Contact us immediately upon receipt of your order and send us a photo, and we can replace the item(s).

Methods of Payment
- Purchase order
- VISA, MC, AMEX, Discover, P-Card

Discounts and eGift Codes
- Please contact Karen Mendes for information on Discounts and eGift Codes.

Comments and Feedback
- Please let us know how we can improve your purchasing experience by using the Survey button to leave your comments.

Contact Info
- Karen Mendes
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