

GOBALLISTIC SPORTS™

ORDERING, PRODUCTION & DELIVERY INFORMATION

Please take the time to read before you order, as this is important.
Any questions, please contact us at goballisticsports@gmail.com

ORDERING

1. Every order is **CUSTOM** to you, so please check sizing of each item prior to your order. Size charts are available in the product description or you can email us with any sizing questions. It is advisable to **ORDER UP A SIZE** if you are unsure - as items are **NOT** returnable, refundable or exchangeable on or after the store closing date.
2. Extended store closing dates will extend delivery time by same amount of days as the extension—**NO EXCEPTIONS**, unless approved by GoBallistic Sports.
3. If an item is out-of-stock, we will contact you for a substitution or refund for that particular item. **All ORDERS WILL BE PROCESSED ON THE STORE CLOSING DATE**, not on the date of your order placement.
4. We get a lot of emails...A LOT, so email orders will not be accepted—all orders must be placed online.
5. Personalization is the responsibility of the customer. So make sure you type in the correct spelling.
6. An order confirmation will be sent via email. All communication will be done through your email address or phone number. So make sure your contact information is correct.
7. GoBallistic Sports is **NOT RESPONSIBLE** for any changes/requests to an order without customer consent. Customer consent must be given via email, in a timely manner - prior to product delivery.

PRODUCTION/CARE

1. **All ORDERS WILL BE PROCESSED WITHIN ONE DAY OF THE STORE CLOSING DATE**, not on the date of you placed your order.
2. Item images on our website are approximate colors. Actual item color may vary and GoBallistic Sports is not responsible for any discrepancies in item color from the manufacturer.
3. Items with a backorder of 14 days will be subject to substitution of like item or refund. We will contact you via email in the event of a backorder.
4. Product/manufacturing errors or print errors will result in an item replacement or refund. Spelling or art errors are the responsibility of the client, after a proof has been approved.
5. All items are subject to manufacturers' care instructions, terms and availability.
6. GoBallistic Sports is not responsible for excessive wear-and-tear of items. To insure longevity of items, always wash in cold water and turn garment inside-out. Do not bleach. Air dry.

DELIVERY

1. **All ORDERS WILL BE PROCESSED ON THE STORE CLOSING DATE**, not on the date of your order placement. **LOOK FOR YOUR ORDER 3-4 WEEKS FROM THE STORE CLOSING DATE**. Delivery time is specified in online store header.
2. Group or team orders will be delivered to a point-person within your organization who is responsible for distribution. **GoBallistic Sports is NOT RESPONSIBLE** for lost items after delivery to organization or point-person. Individuals and organization will be notified of any outstanding (backordered) items upon delivery.
3. Items may be shipped via UPS ground delivery, for an **ADDITIONAL SHIPPING FEE** (must specify shipping option at checkout) - items will be shipped on delivery date, no prior.

**GoBallistic Sports is not responsible for failure to read and/or understand the above conditions.
Any questions, don't hesitate to email us, we will happily explain the above.**