

FAQ:

Our products are printed on demand and fulfilled by a third party drop-shipper. We work closely with this provider to ensure order fulfillment is carried out, quality is maintained and products are safe for use. We only work with the best preferred manufacturers and suppliers to ensure quality is met at every stage of production.

What can I expect for shipping and fulfillment?

At this time our products are made and shipped on demand. For this reason it is important to anticipate a 3-7 business day lead time for fulfillment and lead time for shipping. A majority of orders are fulfilled within 5 business days. Shipping lead times may vary per region, although standard shipping in the US is typically 3-5 business days. We appreciate your patience as we form our policies further and improve on turn around time.

estimated fulfillment + estimated shipping = estimated delivery time

Please note that shipping costs are calculated by our fulfillment center and grouped by product. Additionally, the estimated delivery time is just an estimate, it's not a guarantee.

There are some products that may ship separately due to packaging differences. These products are: mugs, framed posters, posters, canvas, stickers, jewelry, bean bags, backpacks, pillows with stuffing, snapback hats, trucker hats, dad hats/baseball caps, visors.

Expedited shipping is currently not available as an option on the website. Please contact co.afflatus@gmail.com if you are in need of a different shipping speed. We will look into the order delivery and work with our supplier. Please note that additional charges may apply.

Why is there discoloration or smell on my new delivered product?

When unpacking a new shirt or hoodie with a direct-to-garment (DTG) print, you might notice a vinegar-like smell or an off-white residue. Don't worry, that's not unusual - it's from a fixation agent applied during the printing process and it's not permanent.

Fixation agent (sometimes known as pre-treatment) is used for all DTG prints across the industry. It helps the ink bond with the fabric, and without it, the ink would flake off the garment. All inks are water-based and eco-friendly.

The solution is simply to wash the garment! Neither the residue nor the smell is permanent and both should go away after one wash.

How do I return a product?

At this time there is no cancellation or returns available for existing and completed orders. We appreciate your patience as we work on an infrastructure to offer this in the future.

Please read our Policy and Procedures to learn more about damaged products, mislabeling, defective units and lost orders. Please contact co.afflatus@gmail.com if you need additional support regarding this policy.

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
- 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 co.afflatus@gmail.com with your order number.

If you did find a mistake in your delivery address, or products go unclaimed at the delivery service, we can send you a replacement order, but shipping will be at your own cost.

Additional Information:

Clothing Sizing Charts

UniSex Adult T-Shirts:

Size	Size	Chest to Fit
XS	Extra Small	31"-34"
S	Small	34"-37"
M	Medium	38"-41"
L	Large	42"-45"
XL	Extra Large	46"-49"
2XL	Double Extra Large	50"-53"
3XL	Triple Extra Large	54"-57"
4XL	Quadruple Extra Large	58"-61"

Unisex Adult Sweaters:

Size	Size	Width (cm)	Length (cm)
S	Small	51	69
M	Medium	56	71
L	Large	61	74
XL	Extra Large	66	76
2XL	Double Extra Large	71	79
3XL	Triple Extra Large	76	81
4XL	Quadruple Extra Large	81	84

Care instructions

Printed apparel (direct-to-garment)

We use the latest direct-to-garment (DTG) printing technology to offer a wide variety of printable garments and design color options. We use high-quality inks that won't fade for a long time if taken care of properly.

Keep in mind that the original manufacturer's care instructions don't take into consideration the DTG printing process. So we suggest following the care instructions on this page to learn how to take care of your printed garments properly.

Printed apparel can be machine-washed cold, inside-out on a gentle cycle with a mild detergent and like colors. Use non-chlorine bleach only when necessary. You shouldn't use any fabric softeners or dry-clean the items.

DTG-printed apparel can be tumble-dried on a low cycle, but hang-dry works best.

When it comes to ironing, use cool iron inside-out. Don't iron the print.

Follow these instructions carefully to avoid fading and cracking of the print, and shrinking the garment that can occur if you wash or dry it on a high setting.

Embroidered apparel

Embroidered apparel can be machine-washed cold, inside-out on a gentle cycle with a mild detergent and like colors. You can use a small amount of chlorine bleach, but non-chlorine is the safer option.

If you notice any color residue in water, rinse the garment in lukewarm water and then in cold several times, but try not to rub any stained embroidery. Embroidered clothing can also be dry-cleaned.

After washing, don't leave the clothing to soak or lie in a pile while wet. Don't wring out the embroidered items, but if you want to tumble-dry them, use a cool air setting.

If the garment needs ironing, do it inside-out, preferably between two pieces of cloth. You shouldn't wet embroidery before ironing or use a steam iron.

Embroidered hats

Embroidered hats and backpacks can be wiped clean with a damp cloth in the spots where it's needed. If necessary, hats can be hand-washed cold. Don't use brushes. Both hats and backpacks can't be machine-washed, bleached, tumble-dried, ironed, and dry-cleaned. Read the manufacturer label carefully for any other instructions.

Mugs

Our White Glossy Mugs and White Ceramic Mugs with Color Inside are microwave and dishwasher safe.

Matte Black and Glossy Black Magic Mugs, however, should only be hand-washed, and you can't put them in a microwave. Note that they're also prone to scratches, so be extra careful.

The same goes for our Enamel Mugs that should only be hand-washed. Also, you can't heat liquids or food directly in the Enamel Mugs—it can damage their coating.