**FAQ’s**

**How do I report a problem with my order?**

Immediately notify BeForeverGlammed Merch via email at [beforeverglammed@gmail.com](mailto:beforeverglammed@gmail.com). That way, we can contact our fulfillment center right away. Please be aware that you may be required to provide a photo in order to begin the reshipment process.

**Where are returns sent?**

The return address of our store is by default our fulfillment center at Printful, and is based on where your package was fulfilled:

Packages sent out from our US and Mexico fulfillment centers are returned to our Charlotte facility: 11201 Ed Brown Rd, Charlotte, North Carolina, 28273.

Packages sent out from our facility in Canada are returned to: Unit 3, 3500 Laird Rd, Mississauga, ON L5L 5Y4 Canada.

Once a return package reaches our fulfillment center, we’ll notify you via email. Based on the reason for the return, we'll decide what the next steps should be.

**What if an order gets lost in the mail or transit?**

For packages lost in transit, all claims must be submitted no later than 30 days after the estimated delivery date. But no worries! We'll cover the costs of reprinting and shipping a replacement order for you.

We may ask for your help like confirming that the shipping address was correct. It would also be good to double-check that you got in touch with the shipping carrier to try locating the lost order.

**How long do I have to submit a claim for a return/exchange?**

Any claims for misprinted/damaged/defective items must be submitted within 30 days after the product is received. For packages lost in transit, all claims must be submitted no more than 30 days after the estimated delivery date.

**How long does shipping take?**

T-shirts, tank tops, 3/4 sleeve shirts, long sleeve shirts, polo shirts, crop tops, hoodies, or sweatshirts-shipping from the United states takes 6-11 business days.

**Do you offer free shipping?**

Yes, for items shipped in the United States, order must be $75. For international items, order must be $100.