# Frequently Asked Questions

**When is my order going to be delivered?**

The rough estimation of the time when your order will be delivered is comprised of two major lengths of time: the estimated length of order completion and the estimated time of order shipping.

The first is the time is takes us to create your design from scratch, and the latter is the time it takes us and our partners to send this product to a nearby facility and then to designated address.

The order completion time can be anything from 2 to 7 days. The difference is created by the size of the order and our ability to complete it. For instance, clothes usually take longer to finish.

The order shipping time, however, can only be roughly estimated based on our previous record of shipping to your area.

Note that it's an estimated time. The product may be delivered to you before or after the estimated date for reasons related to:

1. Production.
2. Storage.
3. Transportation.

However, we and our partners will do our best to not create you discomfort by postponing the actual delivery date long after the estimated time.

**What’s the average time for order completion?**

Order completion time is the time it takes us to complete your order. We count it in business days (no weekends or holidays). See here:

* The non-clothing orders such as cups, phone cases and posters take approximately 2-5 days to complete.
* The clothing orders such as t-shirts, dresses, sweatshirts, and so on take approximately 2-7 days to complete.

Due to complications in production and supply, the completion time can be extended. Plus, bear in mind that the estimated shipping time is not included and is counted separately.

**What’s the average shipping time?**

In addition to the completion time of your order, you have to wait for it to be shipped. The average shipping time can vary even more than the estimated completion time.

Here is a list of the shipping methods, as well as their average duration:

* If you live in the USA, you can ask for the Overnight delivery, and the order will arrive on the next day.
* If you live in the USA, Canada or any other country\* you may ask for an Express delivery, which takes 1-3 days.
* If you in the USA you can ask for a Standard delivery, which takes 3-4 days. For Canada, it takes 6-10 days, and for the rest of the world it’s 5-20 days.

\*excluding Iran, Syria, China, North Korea, Cuba and Crimea (in Russia).

**Do you ship worldwide?**

The products you order from us can be shipped to many countries of the world, but not all of them. The list of unavailable countries includes: Cuba, Iran, North Korea, Syria and the Crimean peninsula in Russia.

Your order will be shipped to the nearest shipping facility and then carried to your location by a courier. Note that, if there are customs between the facility and your country, the custom fees will be included into the final price.

And if during the transit the product is lost, we’ll send another one at our expense. So, don’t worry about ordering from remote places.

**Can I choose the place where my order is completed?**

As of today, it’s no longer possible for you to pick the place of order production. Don’t worry, however – we have a special piece of software designed to consider information like:

* The end address of a recipient.
* The availability of the product in different facilities.
* The proximity of the facilities.

Out of all the production facilities, the software usually picks the one closest to the recipient. Sometimes it can delegate the order completion to other locations, but it rarely does so.

**Why do some orders get separated?**

We put some products into separate packages for integrity purposes.

The list of such products includes: mugs, posters, jewelry, stickers, backpacks, pillows, bean bags and more.

Different parts of the order can also be completed in different locations. That’s why sometimes there will be an interval between the arrival dates of separate packages.

**What do I do if the estimated delivery time is up and my order isn’t here?**

There are two possibilities on such occasions:

1. Your order may still be on its way. We can experience delays during the production phase or the shipping stage. You just need to wait.
2. A crippling issue occurred and your package has been sent back to the nearest shipping facility.

In any case, if you want to know the progress on your delivery – contact our support. We’ll do everything in our power to tell you where your order might be right now and we’ll notify you if anything went wrong.

**Why did you put my order on hold?**

Sometimes we need to delay the completion or the shipping of your product if we need to confirm something, fix an issue or verify your information. If we put your order on hold, you’ll be notified.

In order to remove the hold, you need to check the message we sent you about the hold, see what’s wrong with the order and help us resolve the issue if you can. If you can’t, write the message anyway.

However, we still need time to process your reply and get the product off the hold. That’s why your order will still be delayed even if you resolved the issue we had.

**How come my product is out of stock?**

Print-on-demand services are notorious for having lots of different options available for buying. However, to maintain such a large number of choices we have to keep fewer of each product in stock.

That’s why some products in your order (especially the less demanded ones) can suddenly disappear from stock, delaying the completing of your order.

This can happen for a number of reasons:

1. The manufacturer is running low on the product.
2. The production of the product has been stopped.
3. The transportation of this product to us is difficult.

**What do I do if the product is out of stock?**

If the completion of your order has been halted because of the lack of supplies in stock, there are several things that you can do:

1. You can cancel your order and ask for a full refund on it.
2. You can wait for the products to restock. In this case, the production will continue as soon as the new supply arrives.
3. You can update your order by switching to an alternative product, which can change the price of your order and other characteristics.

However, if the product you’ve ordered isn’t in production any longer, the second option becomes impossible.