

-Frequently asked Questions-

What type of customization is the most common?

At **Best Safety Wear** our most common type of customization is Screen Printing on T-Shirts. The close runner-up is personalization with Embroidery of Caps.

How do I place an order?

Sign-up and Login to Your Best Safety Wear Account. **Discover** items you are interested in and add them to your Wishlist.

Once you have decided which items you would like to customize Add to Cart the items with sizes and quantities. Upload all **Design Artwork**, and add any text or comments including the Location/Placement of where you would like us to put your customization. If you don't have Artwork we can produce that for you. Just let us know your needs.

We will reach out with a quote for the customization services.

When you **Approve**, and complete the Cart check-out and Quote check-out, we will begin to produce your custom **Best Safety Wear**.

How fast can I get my order?

Once the design of your order is approved by you and our Art Department, we will get to work on your order, and ship within **10 business days**. Depending on your ship-to address within the continental US, shipping could take one (1) to seven (7) days. We use FedEx Ground service to ship. Please ensure to plan your **in-hands date** based on your proximity to our location in **Dallas, Texas**.

If you have a required In-hands date that is sooner than the usual 10 business day turnaround. We offer a **Rush Service**.

3 Day Rush Fee: 100% Markup
4 Day Rush Fee: 75% Markup
5 Day Rush Fee: 50% Markup
6 Day Rush Fee: 25% Markup

If your order is ready and you let us know, you may **Pick-Up** your order before 5 PM at our place located at **14042 Distribution Way, Dallas, Texas 75234**.

Where do you ship to?

We ship mostly in the USA and offer **Free Shipping for orders of \$200 or more** that are shipped in the Continental USA. For orders under \$200 we use Fed-Ex Ground services. Our orders are shipped out of our production facilities located in Dallas, Texas.

We do **ship internationally**. Once your order is ready, we will forward the number of boxes, dimensions and weights. You will need to provide the shipping labels and all the pertinent paperwork that is required for importation of goods or related paperwork that we would need to include with the shipment.

You prefer to use **your own shipping service** - No problem just let us know and we will give you all the information required for you to generate your shipping labels to send to us.

How can I contact you?

Chat with us online at our website www.bestsafetywear.com; send us an **Email** at order@bestsafetywear.com; or **Call 866-969-8337**.

Super Easy Way to Communicate: Sign up and Log in as a **Best Safety Wear Member** and we both can **SMS text** from our phones.

What if I don't want customization?

You are welcome to order any quantity of **Best Safety Wear Apparel + Workwear** without customization, anytime.