

Ordering Guidelines

Welcome to the Ravago Brand Merchandise Store. To help ensure a smooth experience, please review the guidelines below before placing your order.

Placing an Order

- Each brand has its own set of available products. Please select the appropriate brand store based on your business unit or company.
- If you are unsure which brand to order from, please contact your manager or marketing contact.
- Standard products can be ordered directly through the site and will follow the listed fulfillment timelines.

Personalized & Printed Items

- For all personalized or printed items (e.g., business cards, apparel, promos), you will receive a **proof for approval** from the store vendor before production begins.
- Please review proofs carefully for spelling, titles, logos, and other details. Once approved, production will begin, and changes cannot be made.
- Production timelines will begin **after proof approval**.

Items Not Listed

- If you need an item that is not currently available in the store, please submit a request via [Contact Form](#).
- Custom requests may require additional approval from your brand's marketing or procurement team.

International Orders

- For questions regarding international orders, shipping, or delivery timelines, please contact us via [contact form](#).
- Duties, taxes, and customs fees may apply depending on the country of delivery. These costs are the responsibility of the recipient unless otherwise noted.

FAQ's

1. How do I pay for items on the store?

After placing items into your cart, you will be prompted to a payment screen. At this time, a valid personal credit card or an approved budget/marketing credit can be added for payment.

Q: How long will it take to receive my order?

A: Yes. Production days are listed in the product description if applicable. Non-inventory items will usually have a production time of 10-15 business days before being shipped. Personalized items require proof approval before production begins, which may add additional time.

Q: Can I return or exchange items?

A: Returns or exchanges are only available for damaged or incorrect items. Personalized items cannot be returned once approved. If the product was not ordered correctly (ie. wrong logo, color, size) we cannot accept the return. Due to items being custom decorated with your company logo, no size exchanges are available.

If your package is returned to us because the address is incorrect, moved, incomplete, missing data, or no such address we will attempt to reach you via email and phone. If we don't hear back from you after we contact, you 3 times and 10 days after the package was returned to us; your package will be deemed abandoned and will be discarded. You will be responsible for placing an new order with the correct information.

Q. Can we make suggestions on items to carry in the store?

A. Yes! This storefront is for our team members to wear and display our brand proudly. Based on industry and candidate interest, seasonal factors, and feedback with orders, the company store will be updated.

Q. How is my order shipped?

A. All standard shipping methods are available, please take note of any production times when placing an order.

Q: Who do I contact for technical issues with the store?

A: Please reach out to our [contact page](#).

Privacy Policy

We value your privacy. Any personal information you provide through this store (such as name, email address, shipping information, or payment details) will only be used for the purpose of fulfilling and delivering your order. Information will not be shared outside of Ravago or the authorized store vendor, except as required to complete your purchase. For more details, please refer to our [Corporate Privacy Policy Link].

Store Return Form

If you are unsatisfied with your purchase due to defective material, you may return it and we will refund your payment method for the entire amount. If the product was not

ordered correctly (ie. wrong logo, color, size) we cannot accept the return. Due to items being custom decorated with your company logo, no size exchanges are available.

If your package is returned to us because the address is incorrect, moved, incomplete, missing data, or no such address we will attempt to reach you via email and phone. If we don't hear back from you after we contact you 3 times and 10 days after the package was returned to us; your package will be deemed abandoned and will be discarded. You will be responsible to place an new order with the correct information.