

# Frequently Asked Questions

—> **What is the online store web address?**

Visit us at [www.signatureconcepts.com/omgba](http://www.signatureconcepts.com/omgba)

—> **When is the order deadline?**

**Sunday October 11th.** Orders will not be accepted after that date.

—> **Will there be a second ordering window?**

Yes, later in the year. Members of OMGBA will be notified.

—> **If the apparel I bought doesn't fit, can I exchange it?**

No, all apparel is custom made. Sizing samples will be available at uniform try-on day.

There are also size charts online for each item.

—> **If my apparel is damaged can I get a new one?**

Yes, Signature Concepts will replace the damaged item. Contact us at [team@signatureconcepts.com](mailto:team@signatureconcepts.com) and we will issue a call tag to have the apparel sent back.

Once the item(s) are received, replacements will be produced or a refund will occur.

—> **Can I personalize items?**

Yes, some items can be personalized. They are noted in this Fan Wear Book, as well as online at [www.signatureconcepts.com/omgba](http://www.signatureconcepts.com/omgba).

—> **How will I receive my order?**

All orders will ship via USPS to customers homes.

—> **How long will it take to get my order?**

2-3 weeks after the order deadline has passed.

—> **Will I receive tracking when my order ships?**

Yes, you will be emailed tracking.

—> **Can I pick-up my order?**

Currently we are not offering pick up for orders.

—> **Additional Questions?**

Email us at [team@signatureconcepts.com](mailto:team@signatureconcepts.com)

