



## Backorder Policy

**It is our Number One goal to ship orders to you on time.** Therefore, rather than delaying the entire shipment, we occasionally ship an order with a few items missing. There are two reasons why an order might not ship complete with all items ordered:

1. Upon inspection by the Quality Control Department, some garments may be pulled if they do not meet our expectations.
2. Garments may not be available to meet the expected ship date.

**Our policy on backorders for embroidery:** If an order is short five or less pieces, a backorder is not placed. We ask that you include these items in your next reorder. **Backorders will be placed for orders short six or more pieces, or short a complete size break** (i.e., the order is for 2 M, 4 L, 4 XL and 2 XXL, but we cannot ship any of the size L).

**Our policy on backorders for screenprint:** Multi-color screenprint designs require an extensive amount of set-up time. Therefore, if an order is short 12 or fewer pieces, we ask that you include that on your next reorder. **Backorders will only be placed for shortages of 13 or more pieces of a multi-color screenprinted design.** For one-color designs, the backorder policy is the same as for embroidered designs (see above).

Garments backordered will be **indicated on the front of your invoice.** If you have any questions about the status of your backorder, or would rather include the backordered items on your next reorder, please call **Lakeshirts** at **1-800-627-2780** or **Blue 84** at **1-888-735-6255** and ask for customer service. Thank you in advance for understanding and supporting this policy.

To view our Consumer Products Safety Certificate visit [www.lakeshirts.com](http://www.lakeshirts.com) and access the "Contacts" tab.

***Thank you for choosing Lakeshirts/Blue 84.***