

FAQ:

WHAT PAYMENT METHODS DO YOU ACCEPT?

We accept all major credit cards (Visa, MasterCard, American Express, and Discover) as well as PayPal. You do not need a PayPal account to complete the checkout steps, however you may use your PayPal account if you have one.

HOW LONG DOES SHIPPING TAKE?

Socks are guaranteed to ship within 48 business hours! That means 2 business days, Monday-Friday, and does not include any major or national holidays.

Example: If you place an order Monday at 5PM, it will ship by Wednesday at 5PM. If you order Friday at 5PM, it will ship by Tuesday at 5PM.

Shirts: Ship out within 3-5 business days.

All shipping is done from CALIFORNIA, using USPS or UPS.

After a product ships, it takes 3-4 days for shipping depending on where you are in the United States.

International shipping can take from 2-12 weeks depending on your location.

Tracking will be emailed to you once the product ships.

NOTE: We are not responsible for delays in shipments once the product leaves our hands. You will be responsible for calling USPS or UPS with your tracking # to investigate the holdup or reason for delay.

WILL THE COLORS FADE?

No, they will not fade. We recommend washing cold wash with like colors and hang drying. Our colors are crisp and clean and are part of the fabric of the sock, so if you take care of your fabric, your socks will last you a long time! The full print socks at the bottom of the foot will start to wear the most. The black foot athletic socks solve this problem, so if you are worried about that, then make sure you order the black foot socks!

WHAT IS A SILKY SOCK MADE OF? ARE THEY ELITES?

Silky Socks are comfortable and cushioned socks with thicker padding and higher quality grade than your norm, providing maximum comfort. We have 3 Styles of Socks:

Streetwear Full Print socks, Athletic Black Foot socks, and Knee-high Compression socks. See the “info” (i) button above each sock style to view description and image.

Silky Socks are worn and endorsed by athletes and players worldwide!



For more examples check out our Instagram page: @silkysocks

WHAT MATERIAL ARE THE T-SHIRTS?

The t-shirt is made from an American Apparel high quality fashion fit t-shirt!

The tank top is made from an American Apparel high quality fashion fit tank!
The blackout is made from a Sublivie lightweight fashion fit shirt!
See the “info” (i) button above each shirt style on the main page to view further description and image. For sizing refer to size charts down below following question: “What size chart should I get?”

WHAT QUALITY OF IMAGE SHOULD I UPLOAD?

When uploading an image, the result will depend on the quality of image you submit. Silky Socks is not responsible for a low quality image being uploaded, and cannot improve the output of a low-resolution image once submitted. Be sure to use your BEST quality images when submitting a design for print, keeping in mind that the image when viewed on your phone is only a few inches big, but then when outputted onto a sock or shirt has to be blown up to 10-30” or more!

WILL IT ACTUALLY LOOK LIKE WHAT I SEE ON MY PHONE?

We will do our absolute best to recreate what you see on the screen. However it will never be 100% accurate. You can bet on 90%-99% accuracy and our efforts for continuous improvement and customer service! If you have any critical elements like logos or text that must be included in the design without getting cut off, we encourage you to place those closer to the center of the design. Designs close to the edges of the layout are more exposed to getting cut off.

HOW IS IT MADE?

Socks: Each product is checked to ensure quality and we do our best to provide them without any defects. No two pairs or two socks are exactly alike as this is a 100% custom process to produce them. A break in the pattern will appear on each of the sides of the socks. We do our best to make it look natural and eliminate the line on the sides almost 100% so it looks like a seam-to-seam print.

Shirts: Each piece is individually made on a high quality American Apparel T-shirt! The shirt is already sewn up together, and then the print is applied on top of the shirt. There are certain areas where the print cannot reach on the shirt, in particular near the seams and the armpits. These parts will remain white, and these “Flaws” are part of the print process and individuality of each shirt.

WHY ARE THERE PARTS BY THE ARMPITS OF THE SHIRT NOT PRINTED?

See above under “How is it Made: Shirts”

WHY DID THE WHITE COME OUT YELLOWISH?

This print process does not print any white onto the fabric. So beware of using images with white in them. In print it may end up replacing the white areas with an off-white or yellowish result. We cannot control that, and the best way to avoid that is to use Hi-quality images, and avoid images with too much white inside the image.

HOW ACCURATELY ARE THE COLORS PRINTED?

When transferring an image from a phone or computer to a garment it will not be 100% exact match. There will always be some percentage of variance from this transfer. We use the best material fabrics available to us with the cleanest starting result to achieve the cleanest end result. But please always keep in mind that how it looks on your phone or computer is not 100% accurate to how it will output on to the actual garment. Also read question above regarding Yellowing so this does not happen to you!

WHAT IS ON THE BACK?

For socks, the same design will go on the front and the back. For shirt and tanks, we currently offer front only. Thus on the White t-shirt, the back will be white, with a slight shadow of the print indent from the front. The Tank will be white on the back, with a slight shadow of the print indent from the front. The blackout tee will be black on the back.

WHY CAN'T I SAVE MY DESIGN? HOW CAN I REORDER?

The App currently does not offer this feature. We wanted to make the App as simple and easy to use as possible for this version, so for a future version we may add this. If you have already placed an order and would like an exact reorder, you may email us at info@silkysocks.com with your previous order # and the size/quantity you'd like to reorder, and we will process an invoice and reorder for you via Paypal or Credit Card link to pay!

WHAT SIZE SHOULD I GET?

See the size charts below to best fit you! In general the socks and t-shirts run true to size, so we recommend you order the size you would normally get when shopping at a Footlocker or a department store or the likes!

Size chart for socks:



SILKY SOCKS™

SIZING CHART

Sock Size	S	M	L	XL
Women's US Shoe Size	4-6	6-10	10-13	-
Men's US Shoe Size	3y-5y	6-8	8-12	12-15
European Shoe Size	35-38	38-41	41-45	45-48

Size Chart for T-shirt:

Size Chart Men/Unisex Shirts

	XXS	XS	S	M	L	XL	2XL	3XL
Chest (inches)	29-31	30-32	34-36	38-40	42-44	46-48	48-50	50-52
Waist (inches)	27-29	28-30	30-32	32-33	33-34	36-38	40-42	44-48

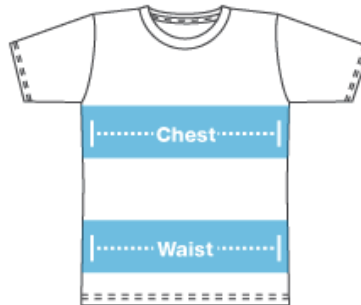
Chest:

Measure under arms around the fullest part of the chest. Be sure to keep tape level across back and comfortably loose.

Waist:

Measure around natural waist with a measuring tape.

This sizing chart is approximate. For more detailed information, please see garment specifications or contact a customer service representative.



Size Chart for Tank Top:

Size Chart Men/Unisex Tank Tops

	XXS	XS	S	M	L	XL	2XL	3XL
Chest (inches)	29-31	30-32	34-36	38-40	42-44	46-48	48-50	50-52
Waist (inches)	27-29	28-30	30-32	32-33	33-34	36-38	40-42	44-48

Chest:

Measure under arms around the fullest part of the chest. Be sure to keep tape level across back and comfortably loose.

Waist:

Measure around natural waist with a measuring tape.

This sizing chart is approximate. For more detailed information, please see garment specifications or contact a customer service representative.



CAN I PLACE A BULK ORDER?

The App will automatically give you a special price via a discount code for orders with a quantity of 12-23 and 24+ upon checkout. If you prefer to email these orders, or have a bulk order of 50 quantity or more we will be glad to assist! Please email your requirements to info@silkysocks.com

WHAT IS YOUR RETURN/EXCHANGE POLICY?

Your satisfaction is our number one concern. If we sent you the wrong size or design, please contact us for an exchange immediately. We will gladly accept claims within 30 days. If you are not happy with your purchase after reading the above descriptions of the image quality and products individual makeup, send us your brand new, unworn product back within 30 days from receiving and we will give you a full refund!

(Please note, some restrictions may apply and we will not accept multiple refunds from the same customer).

If you have any claims of a return or exchange please contact info@silkysocks.com and allow 48-72 hours for a reply.

For all other and general inquiries email info@silkysocks.com

Thank you