

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?

Once you place your order it will ship out from CA within 3-5 business days. Then 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.

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!

WHAT IS A SILKY SOCKS MADE OF?

Silky Socks are comfortable 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, and for more examples check out our Instagram page: <https://instagram.com/silkysocks/>

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!

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 front and back of the shirt, in particular near the seems and the armpits. These parts will remain white, and these “Flaws” are part of the print process and individuality of each shirt.

WHAT IS ON THE BACK?

The same design that you see on the front will be duplicated 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:



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/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 product back within 30 days from receiving and we will give you a full refund!

If you have any claims of a return or exchange please contact info@silkysocks.com

Thank you