**Logo

Description automatically generated**

**FREQUENTLY ASKED QUESTIONS**

**CUSTOMER SERVICE**

If you have any questions concerning your order, please contact Customer Service by[Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order), Chat or call 515-334-2217. **Customer Service** is available from 8:00 am to 5:00 pm CST, Monday through Friday. To expedite service, please have your sales order number ready.

**ORDER ACKNOWLEDGEMENT**  
You will receive a confirmation email once your order is placed and a second email containing tracking information when your order ships out. Additionally, you can check the status of your order at any time by logging into your account and clicking the “orders” link in the top nav. A customer service representative is available to assist you with any questions regarding your order via Live Chat or [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order).

**CHANGING OR CANCELING YOUR ORDER**  
To change or cancel an order, please contact **Customer Service** immediately as there may be a chance that we have processed your order for shipment. We will take all reasonable steps to accommodate your request. **Customer Service** is available from 8:00 am to 5:00 pm CST, Monday through Friday. You can [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order) , Chat or call 515-334-2217, we will reply within 24 business hours.

**PAYMENT**  
Accepted methods of payment include the following credit cards (Visa, Master Card, American Express, Discover.) Your credit card will be charged when the order is placed. The charge will show up as: **THE ADI GROUP – 5153342203, IA**. If it is not possible to fulfill your order for any reason, your credit card will be refunded. Please allow 3-5 business days for a credit to show on your account.

**SHIPPING TURNAROUND**

Custom-made products are pulled from the distributor, decorated and shipped within 10-15 business days. All other products are shipped within two business days, Monday - Friday 8:00 am – 5:00 pm CST. Please note that orders placed after 1:00pm CST will begin processing the following business day.

**CARRIERS**

KT Pacer has approved the following carriers: UPS, USPS, and Spee-Dee Delivery. We ship from our fulfillment facility in Des Moines, Iowa.

**CO-BRANDED AND/OR CUSTOM PRODUCTS**  
If you are looking for co-branded and/or custom products that you don’t see on our site, please contact Scott Chapman by [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order) or by phone at 515-334-2205.

**BILLING FOR NON-INVENTORIED CUSTOM MADE TO ORDER AND PERSONALIZED MERCHANDISE:**  
+/-5% is considered a complete order and you be will be charged accordingly. Exact quantity requests can be made to [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order), an additional charge for such request may apply.

**RETURN POLICY**

**A picture containing icon

Description automatically generated**

Inventory “Quick Ship” Items (Returned for a Credit):

If you are unsatisfied for any reason with your “Quick Ship” purchase, you can return or exchange it within 10 days of the receipt of delivery. Merchandise cannot be returned without ADI Group’s consent. All claims must be made within ten days of receipt of goods and must include a copy of the original invoice or packing slip. Returned items must be new and in unused condition. Returns only include “Quick Ship” items and are noted on the item page of each item. All costs of a return, for example: courier costs, are the responsibility of the purchaser. Freight costs of returning any product will not be refunded. If all of the requirements are met the original purchase amount, charges will be refunded based on the original purchase method. Please allow 3-5 business days for a credit to show on your account. A customer service representative is available during our business hours to assist you with any questions regarding your return via Live Chat, [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order) or call 515-334-2217.

Made to Order Items: Hoegemeyer offers many items that are special order for you. Since these are custom made, we don’t allow returns. To ensure you order the correct size, please review the sizing chart on the website before you place your order. If an item is damaged upon receipt, ADi Group will replace the item at no cost and will pay to have the item shipped back. A customer service representative is available during our business hours to assist you with any questions regarding your damaged or defective claim via Live Chat, [Email](mailto:HoegemeyerCS@theadigroup.net?subject=Checking%20Status%20of%20my%20order) or call 515-334-2217.