



## FAQ

**Q: What is Rose-Hulman X Drophouse?**

Rose-Hulman Institute of Technology is partnering with Drophouse, an engineering art studio, to create custom apparel. This partnership combines AI, technology, fashion, and engineering, to create unique, one-of-a-kind apparel to engage alumni, faculty, and students.

**Q: What products are offered by Rose-Hulman X Drophouse?**

The partnership offers unique AI-designed T-shirts, hoodies, caps, and mugs. Over time we will add more products so please follow us on social or get in touch via [support@drophouse.art](mailto:support@drophouse.art) if you have any thoughts.

**Q: Are the products environmentally sustainable?**

We do our best to ensure our products are environmentally friendly. Information on each product can be found through the tiny info icon next to the size selection.

**Q: Do the products come in different sizes?**

Currently, our apparel size range is from XS to 2XL and it is unisex. It's recommended to check the size chart when reserving your design.

**Q: When will I receive my order?**

After reserving your design and completing payment, you'll be informed about the estimated delivery time. All the orders are custom designs that could take 1-2 weeks during busy holidays. Please be patient with us.

**Q: Is Drophouse environmentally friendly?**

Yes, we carry a zero inventory strategy and only print-on-demand. Our magic is in the code and we are committed to the environment and sustainability practices.

**Q: Where are the profits going?**

All profits from the apparel sale will go towards a dedicated scholarship fund at Rose-Hulman Institute of Technology.

**Q5: How do I create an order?**

To order, follow these steps:

1. Describe your design.
2. Select an enhanced AI description or the description you typed.
3. Edit your design by clicking on the "Edit design" button.
4. Select your apparel and add to cart or buy now.
5. Enter your information and click checkout.
6. Enter your payment information and wait for your unique apparel to arrive.

**Q: What is the return policy?**



Contact us within 7 days of receiving your order, Be sure to take photos upon arrival and note any defects. Returns can be initiated by emailing your name, order ID, and photos to [support@drophouse.art](mailto:support@drophouse.art). No-cost replacements will be granted upon mutual acceptance of defects in manufacturing.

**Q: What do I do with my defective product once I have received my replacement?**

We encourage you to donate the defective product instead of discarding it. This approach helps reduce waste to support our eco-friendly initiative and ensures someone in need can use it.

We strive to ensure the highest quality in our products and appreciate your cooperation in maintaining sustainable practices.

We believe in offering our customers fashion choices that align with their values, helping to create a more sustainable future by moving away from the fast fashion philosophy. We are dedicated to a philosophy of reduced waste. This is reflected in our approach to dealing with defective items, where we encourage donation instead of disposal, aligning with our commitment to reducing landfill waste.

**Q: Who is eligible to participate in the Rose-Hulman and Drophouse Gen AI Inc apparel initiative?**

This distinctive collaboration between Rose-Hulman Institute of Technology and Drophouse is inclusive and extends beyond the immediate Rose-Hulman community. The initiative warmly welcomes Rose-Hulman alumni, current students and staff, family members, and the general public. This inclusivity underscores our commitment to celebrating the Rose-Hulman spirit and extending its reach beyond campus boundaries, allowing a broader community to connect with and support the institute.