

Lytle Grove Fulfillment Policy

Effective Date: June, 9, 2025

At **Lytle Grove**, we specialize in the fulfillment of high-quality, custom promotional products, company apparel, printed materials, and made-to-order merchandise. This policy outlines our order processing and fulfillment procedures for all customers.

Order Processing Hours

Orders are processed Monday through Friday, from **9:00 AM to 4:00 PM (EST)**, excluding holidays. Orders placed outside of business hours will be processed on the next business day.

Production & Shipping Timelines

Production and shipping times vary depending on the type of product:

Product Type	Production Time	Shipping Time
Custom Promotional Products	7–10 business days	3–5 business days
Company Apparel	7–10 business days	3–5 business days
Made-to-Order Shop Fulfillment	7–10 business days	3–5 business days
Print Materials	Up to 10 business days	3–5 business days

Note: All timelines are estimates and may vary depending on order volume, inventory, or vendor lead times.

Shipping & Delivery

We ship to both **U.S. and international addresses**. Shipping carriers and methods may vary by product and destination.

- **Tracking Information:**

- For custom promotional products, company apparel, and print materials: tracking will be emailed once the order has been fulfilled.
- For made-to-order shop items: tracking will be sent automatically when the order is completed.

Returns & Exchanges

Due to the custom nature of our products, **we do not offer refunds, exchanges, or store credit on:**

- Promotional products
- Company apparel
- Made-to-order merchandise

Exchanges may be considered on a case-by-case basis for shop items (e.g., if there is a size or defect issue). To inquire, please contact us at [Insert contact email] within **7 days of receiving your order**.

Third-Party Production

Some products are fulfilled by trusted third-party partners. These vendors meet our quality and delivery standards and are carefully selected to support our commitment to premium service.

Accepted Payment Methods

We accept the following forms of payment:

- Credit Card (via Stripe)
- ACH Bank Transfer
- Check

All payments must be received before production begins.

If you have any questions about your order or this policy, feel free to contact us at:

✉ **Email: orders@lytlegrove.com**

☎ **Phone: 513-268-7622 x701**

Thank you for choosing Lytle Grove—we're proud to be your partner in high-quality, thoughtful branding.