

Frequently Asked Questions – RUI Stores

What is Print on Demand?

Print on demand items are not stocked. They are produced when an order is placed.

When will I receive my Print on Demand order?

Print on Demand items typically ship 3 to 14 business days after your order is received. The production lead times and ship-from State are indicated on each item page.

If you order multiple items, you may receive multiple deliveries as not all items ship from the same facility. Most of the Print on Demand items ship from Charlottesville VA.

Standard FedEx Ground transit times apply from the ship from facility to the address you provided at checkout. Transit times are not included in the production lead times.

What are Quick Ship items?

Quick ship items are in-stock items that ship from Charlottesville, VA. Quick Ship orders received before 11am typically ship on the same business day. Orders received after 11am typically ship the next business day after an order is received.

How do I cancel or change my order?

We usually cannot cancel or change Quick Ship orders. We may be able to cancel or change a Print on Demand order. Please contact stores@teambrandscape.com and reference your order number and the reason for the change as soon as possible after the order has been placed.

The following fees may apply to order change requests:

- Order Change Fee - \$5 per occurrence
- Address Correction - \$3.50 per occurrence

Please make sure you review your order during checkout before submitting for accuracy.

How do I track my order?

Once your order has shipped, you will get a tracking number via email. If you have not received a tracking email after 14 days of placing your order, please contact stores@teambrandscape.com and reference your order number. Please make sure to check your spam folder as well.

Can I exchange or return my order?

Returns and exchanges cannot be accepted for custom printed items. Please keep this in mind when making your selections.

Items damaged in transit or because of our error will be reprinted. Please contact stores@teambrandscape.com as soon as possible after receipt of your order to initiate the reprint process.

What if I have questions or need help with my order?

Please contact stores@teambrandscape.com with any questions or if you need help with your order. Our support team is available Monday through Friday from 8am to 5pm ET.