



SHEPARD SHARKS

SPIRIT STORE

FAQ

1. When will my order ship?

Our store is open until November 30th at 11:59 pm EST. All orders will be processed together once the store is closed. Please allow 14 days for processing and delivery. Important- please add your child's name, teacher name & grade to your order so the PTA can easily sort & distribute.

2. When will I get my order? Where is it being shipped?

All orders will be shipped to Shepard School and the PTA Board will distribute the orders. More information on distribution/pick up will be forthcoming after the store closes.

3. Will returns/exchanges for sizes be accommodated?

Unfortunately, our school store provider, Geiger, does not allow returns or exchanges for size. Please note that every item has a size chart and you'll need to review the size chart to insure you are ordering the correct size. *Special note: the smallest size in the flannel pants is an 8/10.

4. Can you explain the warning on the flannel pants?

The flannel pants aren't deemed to be for sleeping because they don't meet anti-flammability standards.

5. Who can place orders?

Anyone can place orders on the online store. Please forward link to others that want to show their Shepard spirit! When they place an order, please answer the order questions to include student name, grade & teachers name.

6 What if you can't make the pick up dates/times?

The PTA is happy to work directly with you to arrange another pick up date/time.

7. Will COVID cause any delays with getting orders?

The only possible delay would be in shipping due to excess demand due to the holidays. We are going to work with our vendor to expedite the processing as much as possible. The PTA Board is prepared to have items shipped to one of our homes to avoid any potential school closing complications.