



DIAMOND LOYALTY

APPAREL & CULTURE

DIAMOND LOYALTY FAQ MANUAL

CUSTOMER CARE, ORDERS,
SHIPPING, RETURNS & POLICIES



CUSTOMER
CARE



ORDERS



SHIPPING



RETURNS



POLICIES



2026 EDITION

DIAMOND LOYALTY



Frequently Asked Questions

ORDERS & PRODUCTS

Quick answers to the most common questions about ordering Diamond Loyalty products.

Q. ARE DIAMOND LOYALTY PRODUCTS MADE TO ORDER?

A. Many products are made to order or produced in limited quantities. Production timing may vary by item.

Q. WHAT KINDS OF PRODUCTS DO YOU OFFER?

A. Diamond Loyalty offers premium apparel and culture-driven fashion, including tees, hoodies, sweatsets, denim, jackets, caps, and limited drops.

Q. HOW DO I CHOOSE THE RIGHT SIZE?

A. Check the size guide on each product page and review fit notes before ordering, since some pieces are tailored, oversized, or fashion-fit.

Q. WILL SOLD OUT ITEMS BE RESTOCKED?

A. Some styles may return, but many limited drops and seasonal items may not be restocked once they sell out.





FREQUENTLY ASKED QUESTIONS

SHIPPING & DELIVERY

Everything you need to know about production time, shipping, and tracking.

Q

DO YOU SHIP INTERNATIONALLY?

A

Yes, international shipping may be available depending on the destination and the item ordered.

Q

HOW LONG DOES SHIPPING TAKE?

A

Production and shipping times vary by product and destination. Estimated timing is shown on the product page or at checkout when available.

Q

HOW DO I TRACK MY ORDER?

A

Once your order ships, tracking details are sent to the email address used at checkout.

Q

WHAT IF MY PACKAGE IS DELAYED?

A

Shipping carriers may experience delays. If tracking has stopped updating or the package appears lost, contact customer care for help.





FREQUENTLY ASKED QUESTIONS

RETURNS & EXCHANGES

Simple answers about returns, exchanges, damaged items, and final sale products.

Q | WHAT IS YOUR RETURN WINDOW?

A | Eligible returns or exchange requests should be submitted within the return period listed on the website or order policy.

Q | CAN I EXCHANGE AN ITEM FOR ANOTHER SIZE?

A | If the item is eligible and the requested size is available, exchanges may be accepted within the return window.

Q | ARE LIMITED DROPS RETURNABLE?

A | Some limited drops, made-to-order items, or final sale products may not be eligible for return. Always review the item details before purchase.

Q | WHAT IF MY ITEM ARRIVES DAMAGED OR INCORRECT?

A | Contact customer care as soon as possible with your order number and photos so the issue can be reviewed and resolved.



Frequently Asked Questions

PAYMENTS, PRIVACY & POLICIES

Helpful information about secure checkout, personal information, and store policies.

Q — Is checkout secure?

A Yes, orders are processed through secure checkout systems designed to protect payment information.

Q — What payment methods do you accept?

A Accepted payment methods are shown during checkout and may include major cards and other approved payment options.

Q — How is my personal information used?

A Customer information is used to process orders, provide support, communicate updates, and improve the shopping experience, according to the privacy policy.

Q — Where can I read the full store policies?

A Full policies, including privacy, shipping, returns, and terms, should be available through the Customer Care section of the website.





Frequently Asked Questions

CUSTOMER CARE & SUPPORT

Support information for order help, cancellations, and staying connected.

Q

HOW DO I CONTACT CUSTOMER CARE?

A

Use the website contact form or customer care page for help with orders, product questions, or general support.

Q

HOW QUICKLY WILL I GET A REPLY?

A

Response times may vary, but customer inquiries are typically answered in the order they are received.

Q

CAN I CANCEL OR CHANGE MY ORDER?

A

Orders may only be changed or canceled before production or fulfillment begins. Once processing starts, changes may not be possible.

Q

HOW DO I STAY UPDATED ON NEW DROPS?

A

Join the mailing list and follow brand updates to hear about new arrivals, limited releases, and exclusive offers.



NEED MORE HELP?

Visit the Customer Care section of the Diamond Loyalty website for the latest policies, support details, and order information.

