
DIAMOND LOYALTY

APPAREL & CULTURE

CUSTOMER CARE & STORE POLICIES

A practical guide to shopping, shipping,
returns, sizing, privacy and store terms.

**LOYALTY ISN'T WHAT YOU SAY.
IT'S HOW YOU MOVE.**

2026 EDITION



YOUR GUIDE CUSTOMER CARE

Everything you need to know about shopping Diamond Loyalty, including quality, shipping, returns, sizing, privacy, support, and store policies.

PREMIUM QUALITY

Built to last.

SECURE CHECKOUT

Safe & easy.

LOYALTY ISN'T WHAT YOU SAY. IT'S HOW YOU MOVE.

[SHOP](#)[COLLECTIONS](#)[NEW ARRIVALS](#)[LIMITED DROPS](#)[ABOUT](#)[CONTACT](#)

DIAMOND LOYALTY

APPAREL & CULTURE

LOYALTY ISN'T WHAT YOU SAY.
IT'S HOW YOU MOVE.

[SHOP THE COLLECTION](#)

DL

IF IT AIN'T THAT,
KEEP THE GAMES.

[SHOP NOW](#)

SHOP THE FIRST COLLECTION



1

EXECUTIVE TEES

CLEAN. SHARP. ELEVATED.



2

STATEMENT TEES

BOLD WORDS.
REAL MEANING.



3

PREMIUM HOODIES

PREMIUM FABRICS.
QUALITY DETAILS.



4

SWEATSUITS

COMFORT THAT
LOOKS BETTER.



5

SIGNATURE CAPS

TOP OFF
THE LOOK.



6

DENIM JACKETS

STATEMENT PIECES.
TIMELESS STYLE.



7

DENIM

PREMIUM FITS.
MADE TO MOVE.



8

SIGNATURE FLARE

MODERN FLARE.
ICONIC VIBE.

CRAFTED WITH INTENTION

PREMIUM QUALITY & MADE TO ORDER

PREMIUM QUALITY

Built to last.

Diamond Loyalty pieces are designed with premium materials, intentional construction, elevated detailing, and a focus on fit, comfort, and durability.

MADE TO ORDER

Many Diamond Loyalty products are produced after an order is placed. Made-to-order production allows us to focus on quality while reducing unnecessary inventory. Because these products are created specifically for fulfillment, additional processing time may be required before shipment. Some made-to-order items may have limited return eligibility, and any special conditions should be displayed on the applicable product page.

Some pieces speak loud. Others whisper luxury.



WHAT THIS MEANS FOR YOU

- Premium fabrics, purposeful fit and elevated finishing.
- Production may begin after your order is placed.
- Processing time may be longer than mass-produced apparel.
- Product-page notices control any special made-to-order restrictions.



FROM ORDER TO DELIVERY

SHIPPING POLICY

Processing Time

Production and processing time varies depending on the product. Made-to-order items may require additional time before shipment.

Shipping Time

Estimated delivery time begins once the order has completed production and has been transferred to the shipping carrier.

Tracking

When available, tracking information will be sent to the email address used at checkout.

International Shipping

International shipping may be available to eligible destinations. Shipping rates and available services will appear during checkout.

Customs & Import Charges

International customers may be responsible for customs duties, taxes, import fees, or other charges required by the destination country.

Shipping Delays

Weather, carrier delays, customs processing, holidays, and other circumstances outside Diamond Loyalty's control may affect delivery times.

Incorrect Shipping Addresses

Customers are responsible for providing accurate and complete shipping information at checkout. Contact Customer Care immediately if an address needs correction.

Lost or Damaged Packages

If an order appears lost in transit or arrives damaged, contact Customer Care with the order number and any available photos or tracking information so the issue can be reviewed.

Multiple Shipments

Orders containing multiple products may occasionally arrive in separate shipments depending on production and fulfillment requirements.

SHOP WITH CONFIDENCE

RETURNS & EXCHANGES

RETURNS & EXCHANGES

We want every Diamond Loyalty customer to feel confident about their purchase.

Returns

Eligible unworn, unwashed, unused, and unaltered items may be returned within 14 days of delivery. Items must be in original condition with all tags and packaging intact.

Exchanges

Eligible items may be exchanged within 14 days of delivery, subject to availability.

Made-to-Order Items

Because many Diamond Loyalty pieces are produced after an order is placed, certain made-to-order items may be final sale or may have limited return eligibility. Any restrictions should be clearly stated on the product page before purchase.

Limited Drops

Limited-edition and special-drop items may have different return or exchange rules due to limited availability.



Non-Returnable Items

Worn, washed, altered, damaged, personalized, or otherwise ineligible items are not accepted for return.

Return Shipping

Customers are responsible for return shipping unless the item arrives damaged, defective, or incorrect.

Damaged or Incorrect Orders

If you receive a damaged, defective, or incorrect item, contact Customer Care as soon as possible with your order number and photos so the issue can be reviewed.

Refunds

Approved refunds will be issued to the original payment method after the returned item has been received and inspected.

BEFORE YOU ORDER

SIZE GUIDE & FAQs

SIZE GUIDE

Sizing may vary by garment style and construction. Customers should review the size information provided on each applicable product page before ordering. For fitted, oversized, tailored, flare, and specialty garments, individual product measurements should be used whenever available.

FREQUENTLY ASKED QUESTIONS

Are Diamond Loyalty products made to order?

Many are. Production times may vary by item.

How long does my order take to ship?

Estimated production and shipping times will be shown on the product page or during checkout.

Do you ship internationally?

Yes, where available. Shipping options and pricing are shown during checkout.

How do I track my order?

Once your order ships, tracking information will be sent using the email address provided at checkout.

What size should I order?

Use the Diamond Loyalty Size Guide on each applicable product page. Fit may vary depending on the garment style.



FIT TIP

When a garment has a specific silhouette - fitted, tailored, oversized or flare - use the measurements listed on that product page rather than relying only on your usual size.

Fit is part of the design.

FAQS & PRIVACY

MORE FAQs

Can I exchange an item for another size?

Eligible items may be exchanged within the return window, subject to availability.

Can I return a made-to-order item?

Some made-to-order items may be final sale or have limited return eligibility. Any restrictions should be listed clearly before checkout.

What happens if my item arrives damaged?

Contact Customer Care with your order number and photos of the item and packaging so the issue can be reviewed.

Are Limited Drops restocked?

Not always. Some drops may be retired permanently once they sell out or the release period ends.

Can I cancel an order?

Orders may only be canceled before production or fulfillment begins. Once production starts, cancellation may no longer be available.

Are my payments secure?

Payments are processed through secure checkout systems provided by the website's payment provider.

How do I contact Diamond Loyalty?



PRIVACY POLICY SUMMARY

Diamond Loyalty respects your privacy and is committed to protecting the personal information you share with us.

When you place an order, join our email list, contact customer support, or use the website, we may collect information such as your name, email address, shipping address, billing information, order history, and basic website activity.

We use this information to process orders, provide customer support, improve the shopping experience, communicate with you about purchases, and, when you choose to subscribe, send updates about new releases, limited drops, and special offers.

Payment information is processed through secure third-party payment providers. Diamond Loyalty does not need to store your full payment card information directly.

Diamond Loyalty does not sell customer personal information to advertisers. You may unsubscribe from marketing emails at any time using the unsubscribe link included in those messages.

For questions about your personal information, access requests, corrections, or deletion requests, contact Diamond Loyalty through the website's Customer Care or Contact page.

TERMS & CONDITIONS

Last Updated: September 2026

These Terms & Conditions govern your access to and use of the Diamond Loyalty website and your purchase of products through the site. By accessing the website, placing an order, creating an account, joining our mailing list, or otherwise using our services, you agree to these Terms & Conditions. If you do not agree, please do not use the website.

1. About Diamond Loyalty

Diamond Loyalty is an apparel and fashion brand offering clothing, accessories, limited releases, and related products. References to “Diamond Loyalty,” “we,” “our,” or “us” refer to the business operating the Diamond Loyalty website.

2. Website Use

You may use this website for lawful shopping purposes. You may not attempt unauthorized access, interfere with website functionality, introduce malicious code, use the website for fraudulent activity, copy or exploit website content without authorization, misrepresent your identity, or place orders using fraudulent payment information. We reserve the right to restrict or terminate access when misuse is suspected.

3. Eligibility

By placing an order, you represent that you are legally capable of entering into a binding purchase agreement or have permission from a parent or legal guardian where required.

4. Product Information

We make reasonable efforts to accurately display product descriptions, colors, materials, sizing, specifications, and photographs. Actual appearance may vary slightly because of screen settings, lighting, manufacturing variations, fabric characteristics, dye variation, or handmade detailing. Minor variations are not necessarily defects.

5. Product Availability

All products are subject to availability. We may limit quantities, discontinue products, change styles or colors, retire designs, modify collections, or end limited drops. Restocking is not guaranteed.

6. Limited Drops

Certain Diamond Loyalty products may be available only for a short time, in limited quantities, or with special return restrictions. Some may not be restocked.

7. Made-to-Order Products

Many Diamond Loyalty products may be produced after an order is placed and may require additional production time. Cancellation, return, or exchange rights may be limited once production begins. Applicable restrictions should be disclosed on the product page whenever possible.

8. Pricing

Prices may change without notice before an order is placed. The price shown during checkout generally controls the transaction unless there is an obvious pricing, technical, or typographical error. We reserve the right to correct pricing errors.

9. Taxes

Applicable taxes may be calculated and added during checkout based on shipping location and applicable law. International customers may also be responsible for customs duties, import taxes, brokerage fees, or similar charges.



TERMS & CONDITIONS

10. Payment

Payment must be successfully authorized before an order is accepted. Payments may be processed by thirdparty providers. If payment authorization fails, the order may not be processed.

11. Order Acceptance

Submitting an order does not guarantee acceptance. We may refuse or cancel an order for legitimate business reasons including payment failure, suspected fraud, inventory errors, pricing errors, product unavailability, shipping restrictions, or website errors. If a paid order is canceled by us, an appropriate refund will be issued.

12. Order Changes & Cancellations

Contact Customer Care immediately if you need to change or cancel an order. We cannot guarantee changes after production or fulfillment begins. Made-to-order products may become non-cancelable once production starts.

13. Shipping

Shipping availability, rates, and estimated delivery times are displayed during checkout where available. Estimated delivery dates are not guarantees. Diamond Loyalty is not responsible for delays caused by carriers, weather, customs, natural disasters, labor disruptions, government restrictions, incorrect customer information, or events beyond reasonable control.

14. International Orders

International orders may be subject to customs duties, taxes, tariffs, brokerage fees, or other charges. Unless otherwise stated, these charges are the customer's responsibility.

15. Shipping Address

Customers are responsible for entering accurate and complete shipping information. Once an order ships, address changes may not be possible. Additional shipping costs caused by incorrect information may be the customer's responsibility.

16. Lost, Stolen, or Damaged Shipments

If a package is lost, stolen, or damaged, contact Customer Care with the order number and available documentation. Carrier investigation procedures may apply.

17. Returns

Eligible products may be returned within 14 days of delivery if unworn, unwashed, unused, unaltered, free from damage, and returned with original tags and packaging where applicable. Return approval may be required before merchandise is sent back.

18. Exchanges

Eligible products may be exchanged for another size or approved replacement subject to availability. Limited drops and sold-out items may not be available for exchange.



TERMS & CONDITIONS

19. Final Sale Items

Personalized items, custom products, certain made-to-order products, limited-edition products, clearance items, and special releases may be designated final sale. Final sale status should be identified on the applicable product page.

20. Return Shipping

Customers are generally responsible for return shipping unless the product arrived damaged, defective, or incorrect. Original shipping charges may be non-refundable unless required by law.

21. Refunds

Approved refunds are issued after returned merchandise has been received and inspected. Refunds are generally returned to the original payment method.

22. Size & Fit

Customers are responsible for reviewing available sizing information before purchasing. Fit may vary depending on garment style, fabric, construction, and intended silhouette.

23. Promotions & Discounts

Promotional offers may have separate conditions, expiration dates, product exclusions, minimum purchase requirements, usage limitations, or geographic restrictions. Promotional codes generally cannot be combined unless specifically stated.

24. Gift Cards

If Diamond Loyalty offers gift cards, additional gift card terms may apply. Gift cards generally have no cash value except where required by law.

25. Intellectual Property

Diamond Loyalty names, logos, DL monograms, diamond symbols, product designs, artwork, photographs, videos, graphics, written content, slogans, packaging, website design, and marketing materials are protected intellectual property and may not be copied, reproduced, modified, distributed, sold, licensed, published, or commercially exploited without written authorization.

26. Trademarks

Diamond Loyalty branding may include trademarks, trade dress, logos, phrases, and other brand identifiers. Unauthorized use may be prohibited.

27. User Content

If customers submit photographs, reviews, comments, testimonials, or other content, they represent that they have the right to submit that material. Unless otherwise stated, submission may grant Diamond Loyalty permission to display or use the content for legitimate business or promotional purposes, subject to applicable law and any terms provided at the time of submission.



TERMS & CONDITIONS

28. Reviews

Reviews should reflect genuine customer experiences. Diamond Loyalty may remove content containing threats, hate speech, harassment, fraud, spam, personal information, unlawful content, or unrelated promotional material. Legitimate criticism should not be removed solely because it is negative.

29. Third-Party Services

The website may rely on third-party providers for hosting, payments, shipping, analytics, email marketing, customer support, advertising, or social media. Third-party services may have their own terms and privacy policies.

30. Third-Party Links

The website may contain links to external websites. Diamond Loyalty is not responsible for the content, security, accuracy, or practices of third-party websites.

31. Privacy

Use of personal information is governed by the Diamond Loyalty Privacy Policy. By using the website, you acknowledge that information may be processed as described in that policy.

32. Electronic Communications

By providing your email address or mobile number where applicable, you may receive communications related to orders, shipping, customer support, account activity, security, and marketing if you opted in. Marketing communications may be unsubscribed from using the available unsubscribe method.

33. Website Availability

We do not guarantee uninterrupted website availability. The site may temporarily become unavailable because of maintenance, updates, hosting issues, technical failures, security events, or events outside our control.

34. Disclaimer of Warranties

To the fullest extent permitted by law, the website and its content are provided on an “as available” basis. Nothing in these Terms excludes warranties or consumer protections that cannot legally be excluded.

35. Limitation of Liability

To the fullest extent permitted by applicable law, Diamond Loyalty is not liable for indirect, incidental, consequential, punitive, or special damages arising from website use or product purchases. This limitation does not apply where liability cannot legally be excluded or limited.

36. Indemnification

To the extent permitted by law, users agree not to hold Diamond Loyalty responsible for losses caused by their unlawful misuse of the website or violation of these Terms.



TERMS & CONDITIONS

37. Fraud Prevention

We may use fraud-prevention tools and may request additional verification before fulfilling certain orders. Orders suspected of fraud may be delayed, rejected, or canceled.

38. Force Majeure

Diamond Loyalty is not responsible for delays or failures caused by events beyond reasonable control, including natural disasters, severe weather, war, civil unrest, government action, transportation disruptions, supply-chain interruptions, labor disputes, or public emergencies.

39. Changes to These Terms

Diamond Loyalty may update these Terms periodically. The latest version will be posted on the website with a revised update date.

40. Severability

If any part of these Terms is found invalid or unenforceable, the remaining provisions remain in effect.

41. No Waiver

Failure to enforce any provision of these Terms does not waive the right to enforce it later.

42. Entire Agreement

These Terms, together with the Privacy Policy, Shipping Policy, Return Policy, and other posted policies, constitute the agreement governing use of the Diamond Loyalty website and store.

43. Governing Law

These Terms should be governed by the laws applicable to the business entity operating Diamond Loyalty, subject to any mandatory consumer-protection laws that apply to the customer. This section should be finalized based on the legal entity and jurisdiction actually operating Diamond Loyalty.

44. Contact

Questions about these Terms may be submitted through the Diamond Loyalty Customer Care or Contact page.



DIAMOND LOYALTY

STAY CONNECTED

Be the first to know about new drops and exclusive offers. Join the Diamond Loyalty list for new releases, limited collections, special announcements, and first access to select drops.

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LEGAL REVIEW NOTE

This manual is a business draft and customer-facing policy guide. Before launch, the full Terms & Conditions and Privacy Policy should be reviewed by qualified counsel and finalized for the actual legal entity, jurisdiction, fulfillment model, and Wix services used by Diamond Loyalty.

