



FAQs

When will my order ship?

All orders are estimated to ship the following business day after the order is placed.

What shipping providers do you use?

All orders ship via FedEx. If you are shipping to an APO/FPO address, your order will ship via US Postal Service, so please allow for an additional 2 weeks transit time. We do not ship to PO Boxes.

Where will my order ship from?

Our warehouses are located in California.

Do you ship internationally?

Unfortunately we do not provide international shipping at this time. However, you may be able to order through one of our international distributors.

How long will my order take to arrive?

Ground shipping estimated arrival is 3-7 business days.

The billing address I entered is correct, but my order is not being accepted. What should I do?

Our system is designed to only accept orders placed with the exact address on file with your credit card company.

Why isn't my order being accepted?

There are some requirements that need to be met in order to be able to place an order on our website:

- You must place the order with a U.S. issued credit card.
- The billing address provided on your order must be a U.S. billing address and it must match the billing address that is on file with your credit card company.
- A U.S. shipping address is required on your order. Unfortunately we do not provide international shipping at this time.
- The order must be placed from a U.S. IP address. Even if you meet the previous requirements, your order will not be accepted if you are placing the order from outside the country.

We cannot make exceptions to any of these restrictions. If you meet these requirements and your order still does not go through, please ensure that your billing address and zip code match what your credit card company has on file as this is the most common reason an order will not go through.

How should I clean my bag?

We recommend using a mild soap to spot clean your bag. You will not want to wash your bag in a washing machine or fully submerge your bag under water.