

Frequently Asked Questions – Popup Shop

What is a Popup Shop?

A popup shop is a site that is open for a specified period. At the end of the selling period, all orders collected are summarized. The items ordered are then produced and shipped. This shop is open from 7/22/2026 through 8/2/2026.

How do I pay for my order?

Your company, Charter Bank, has provided you with a code to receive \$150 off your order. You are welcome to select items that exceed that amount and may use a credit card at checkout to pay for the additional balance. Charter Bank is covering the shipping on your initial popup order.

When and where will I receive my order?

Your order is planned to ship the week of August 24, 2026. They will ship from Virginia to the Charter Bank location you selected at checkout via FedEx Ground.

How do I know what size to order?

Every apparel item has a size chart on the item page to review before placing an order. How to measure and fit guides are also provided where available.

What if I have questions before I place my order?

Email stores@teambrandscape.com with your questions. Please include the name of the store where you are shopping and be as specific as possible with your request.

How do I track my order?

We will notify Mike Straub when your orders ship.

Can I exchange or return my order?

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

Returns are accepted for items damaged in transit or because of our error. Credit will be applied back to your original method of payment

Please contact stores@teambrandscape.com within 7 business days of receipt of your order to review your return and receive your return authorization.

We will notify you via e-mail of your refund once we have received and processed the returned item.

