

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.

How do I pay for my order?

You will use a credit card to pay for your order at checkout.

When and where will I receive my order?

The orders for this pop-up will ship at the end of August 2026.

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?

TBD for this site. Once your order has shipped, you will get a tracking number via email. If you have not received a tracking email after 14 days of placing your order, please contact stores@teambrandscape.com and reference your order number. Please make sure to check your spam folder as well.

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.