

FREQUENTLY ASKED QUESTIONS: ORDERS, ORDERING

Can I order online?

Yes. You can find specific types of awards by clicking on the applicable Product Category section running down the left of every page on our website (www.dandeco.com) or doing a key word search in the dialog box under our “Dande Man” on the top right of every page. When you have identified the item you want to order, click the “Buy Now” button or “Add To Cart” button and you’ll be led through an interactive order form. At this time our form does not allow you to specify what you want your item to say, so we’ll follow up with you within 1 business day to get the right information.

Can I order over the phone?

We require that we have all orders in writing, but if you are not able to come into the store, you are welcome to use our online ordering system or send us your order by email (info@dandeco.com) or fax (253-475-3306). We will confirm receipt of your order within 1 business day, so if you haven’t heard from us, you should give us a call (253-474-3434) to make sure it didn’t get lost in electronic space somewhere.

If you’ve not ordered from us before and are not ordering an item shown on our website, we strongly encourage you to visit us in person to select your item. While we value your trust in us to design an award based on what we “think looks good,” keep in mind that “beauty is in the eye of the beholder,” so what looks good to us, may not be what you had in mind.

How long does it take to get my order?

For most items, please allow 5 business days for your order to be completed. For custom ribbons, please allow 10 business days.

We keep in inventory many of our most popular items, particularly during specific sports seasons and holiday events. However, for some less commonly requested items, we might need to order supplies, so if you are able to give us a little more than a week, we really appreciate it.

Can I get my order sooner than a week?

Often we can – and we do – complete your order in less than 5 business days, but if you are on a specific deadline, please contact us directly, so we can work out the details with you.

We do have a store policy of “first in, first out,” meaning that generally work requests are completed in the order they were received. If we are able to complete your order in less than business 5 days without having to expedite shipping on supplies and/or require staff to work overtime, we will do so without any additional charge to you. However, if we do have to expedite shipping on supplies and/or require staff to work overtime to complete all our previously scheduled work IN ADDITION TO your rush order, additional charges may be applied on a scale determined by how quickly you do need your order.

Can my order be shipped/delivered to me?

Yes. However, if you live within the local Tacoma/Lakewood/University Place area, we strongly recommend you pick up your order in person, primarily to save on shipping time and expenses. Plus, we like to get to know our customers and can best do that in person. If you need or prefer to have your items mailed/shipped, just let us know and we'll be happy to ship your items for the actual cost of shipping plus a small handling fee. Please remember to allow extra time to receive your order if it is being mailed/shipped.

For business customers within a 15-mile radius of Dande Company, we are happy to deliver your items to your business free of charge. Please contact us to see if you qualify.

If you are outside of the local area, we are happy to ship your items for the actual cost of shipping plus a small handling fee. Please allow extra time to receive your order if it is being shipped, especially if you are in an area that shipping carriers (UPS, DHL, FedEx) consider to be "remote."