

Frequently Asked Questions

Answers to the most commonly asked questions we receive.

Updated: 13 November 2021

What is your processing time?

Processing time varies by item, a general timeline is below:

Any sublimation items not requiring customization or graphics approval the processing time is normally 1-3 business days. (Tumblers, Mugs, Coasters, Keychains, Pins, Shot Glasses, Puzzles, Phone grips etc.)

Snow Globe Tumblers 1-2 Weeks

Epoxy Tumblers are normally 2-4 Weeks.

Custom bling items vary from 1-5 Weeks.

Processing times are estimates, and can increase if there is an abnormally high order volume. If there is a delay in processing or an increase in processing time a banner will be posted to the website and an email will be sent to address your specific order. Processing times are referenced using the number of Business Days it should take to complete your order although orders can ship earlier. If you place an order with items that have varied processing times, your entire order will be shipped when the longest processing item is completed. If you would like to receive your other items first please place separate orders.

What are Business Days?

Business Days are Monday through Friday and exclude weekends and Holidays.

Do you offer bulk pricing?

Yes, bulk Pricing is available on multiple items. You will see the annotation at the end of the item description. If you are in need to bulk pricing please check the item minimum for bulk ordering and send us a message to inquire about bulk pricing or custom invoicing.

What's the Difference in Neoprene and Sandstone Coasters?

Neoprene and Sandstone are both absorbent materials. They will both work to soak up the condensation on cups placed into your cup holders while using these coasters. The Neoprene Coasters are able to bend while sandstone will not. Colors show up richer on the sandstone coasters. The Sandstone coasters are slightly smaller than the neoprene coaster and both come with a finger groove to make inserting and removing your coaster very easy.

Does your logo tag come on all of your Rhinestone Items?

With the exception of some very small rhinestoned items, the Bling Tags that says "Rashel Made It" comes on all Tumblers and Flasks. These tags are essentially an artist signing their work. All Rhinestones items will come with the tag automatically. If you prefer not to have the tag, you can purchase the "Tag Free" item in the Bling Section and that will remove the tag from 1 Large Bling item. If you order multiple items, you would need to purchase a removal for all items. You can do this by adding the quantity of "tag free" items into the purchase.

I don't see what I want but I have an idea of what it is...

Perfect!! Let us help you custom curate the perfect gift! Custom designs welcome, custom orders welcome. Simply send us an email or a message in the contact us section. Feel free to contact us via Social Media as well! Custom orders will be invoiced from the site and payment must be received prior to the order being processed. Estimates are available but only valid for 7 days unless other arrangements have been made.