



Cowboy Hats for the "Caboy" in you!

HOW TO ORDER A CUSTOM SHORTY'S HAT FROM OUR ON-LINE STORE

FIRST - Find a Shorty's Custom Caboy Hat in our Custom Hat Orders section of the website. We have a variety of hats listed in the Custom Hat Orders section of the site and we will be adding more soon. These are just examples of what we can create for you! If you want something different give us a call at the store in Oklahoma City at 405.232.4287 or stop by one of our mobile locations to discuss what we can create especially for you!

SECOND - Once you find a hat you like you can order a similar hat. Since all our Shorty's Custom Hats are one of a kind creations the hat you are ordering will be similar but may not be an exact match to the hat you see on our website. All you have to do is just call or email the store and we will discuss your new custom order. If you call us we will discuss the different options you may want on your hat. If you email us about a Shorty's Custom "Caboy" Hat then we will have a custom hat specialist contact you directly and discuss the different options you may want on your hat. So please include your phone number on the email so we may call you. Since all our custom made hats are really "artwork as a hat" some of the options you see on the example hat might not be currently available. Our custom hat specialist will walk you through the process, give you all the pricing and make ordering a Shorty's Custom Hat fun! Once you order your hat we will request a 50% deposit so we can get started.

THEN WHAT HAPPENS NEXT WITH YOUR SHORTY'S CUSTOM HAT?

After we have all the information about what you want your hat to look like, we will send you a special Shorty's Custom Hat Measuring Kit. Your custom hat specialist will explain how to measure yourself for a custom hat and there will also be instructions with the kit. In that envelope with the Hat Measuring Kit you will find the details of your hat order, as well as a final price for ordering the hat. Once you send the measurement information back to us we can get started on your very own Shorty's Custom "Caboy" Hat.

If at any time before we send you a Shorty's Custom Hat Measuring Kit you decide not to complete your order of a Shorty's Custom "Caboy" Hat, we will refund your deposit. If you decide AFTER we send you the Custom Hat Measuring Kit not to complete your order of a Shorty's Custom "Caboy" Hat, we will refund part of your deposit. Since there is a \$75.00 fee for the custom hat specialist consult and the Shorty's Custom Hat Measuring Kit, if you cancel your order after we ship the kit we will deduct that fee and the remainder of your deposit will be refunded.

When we receive your measurement information we will start on your very own Shorty's Custom "Caboy" Hat. At that time your custom hat specialist will contact you for any additional deposits that are required and discuss the approximate expected delivery date. Please know that we do our very best to deliver your custom hat within the time frame we have discussed, but occasionally we have circumstances occur that are out of our control. ALL CUSTOM HAT SALES ARE FINAL. If you have any "fit" concerns we will do our best to address those concerns. Please visit our Restocking Policy page if you have any concerns.

We look forward to starting on your very own "work of art" - Shorty's Custom "Caboy" Hat