

Frequently Asked Questions

"DPhiE Designs"

Delta Phi Epsilon's Official Online Store

1. What method of payment do you accept through the website?

DPhiE Designs accepts all major credit cards.

2. How is my order shipped?

DPhiE Designs ships all orders via UPS powered by GoogleCart.

3. After I place an order, how quickly should I expect to receive it?

Items ordered before 12 noon EST M-F, will be shipped the same day. Items ordered after 12 noon EST M-F or on non-business days will be shipped on the next regular business day.

4. Can I return merchandise?

DPhiE Designs will gladly accept returned merchandise that has not been worn or used within 30 days of purchase **FOR STORE CREDIT ONLY**. Repackage the item(s) you would like to return and send to:

DPhiE Designs

Delta Phi Epsilon International Headquarters

251 S. Camac St.

Philadelphia, PA 19107

Fill out the Return/Exchange Form and send this back along with a copy of your receipt/confirmation page.

5. Can I exchange clothing items for a different size or color?

DPhiE Designs is happy to help you with merchandise exchanges within 30 days of purchase. Fill out the Return/Exchange form and send the item(s) to:



DPhiE Designs
Delta Phi Epsilon International Headquarters
251 S. Camac St.
Philadelphia, PA 19107

*Shipping fees apply

6. Who receives DPhiE Designs profits and proceeds?

All profits and proceeds from the sale of DPhiE Designs merchandise goes to support the endeavors of Delta Phi Epsilon International Sorority.

7. Is DPhiE Designs on-line a secure web site for credit card transactions?

Yes. DPhiE Designs has a Verisign SSL.

8. What are the regular business hours of DPhiE Designs?

The online store is open 24 hours a day with purchases shipping as described in #3. You may also visit the International Headquarters between 1pm and 4pm EST during business days to purchase items seen on the website in person using check or credit card (no cash orders please).