



## FREQUENTLY ASKED QUESTIONS

### **1. Will my credit card be charged immediately?**

Answer: No. Your credit card will not be charged until your order is shipped. When you enter your credit card information on the final review page, we'll give you an order confirmation number. You will also immediately receive an e-mail confirming that your order has been received. We will send you another e-mail to notify you when your order has been shipped and we've charged your credit card.

### **2. How do I know when my order will ship?**

Answer: When your order has been shipped, we will send you another e-mail with your tracking number and a link to where you can track it online.

### **3. What are my payment options?**

Answer: Visa or MasterCard only.

### **4. Can FX ship to my address outside the US?**

Answer- Yes, we ship worldwide via USPS.

### **5. When should I expect my DX1 custom number plate backgrounds to arrive?**

Answer- Your order will be processed and manufactured in 48 hours. Then add the time it takes to ship your product.

### **6. Do you install DX1 custom backgrounds on plastic?**

Answer: Yes. Order matching plastic through Factory Effex and we will install the backgrounds free of charge.