

FAQ's: Fall/Winter 2019

New Packaging, Sizing, Pricing, Promotions & Seasonal Core

NEW SIZING

1. How do I know what size I should get?

Your size is based on your shoe size and calf circumference. See our Sizing Guide for details.

2. What's the difference between men's & women's sizing?

There's no difference! All sizes S/M – L/XL Wide Calf are listed in men's and women's shoe sizes. (See our Sizing Guide for details.) Some styles may not be available in select sizes, see question #3.

3. Why are women's styles not available in L/XL & L/XL Wide Calf? And men's styles not available in S/M or S/M Wide Calf?

Our sizing selection within men's and women's styles reflects the sizes that are most commonly ordered for those designs.

4. Does this have the same level of compression as the old sizing?

Yes! Our graduated compression levels have not changed. Our socks, sleeves and tights are offered in 15 – 20 mmHg, an Everyday level of compression that is suitable for all. A selection of our socks are available in 20 – 30 mmHg, or Medical-Grade compression, as well.

5. I'm between sizes – which do I get?

If you're between sizes, ask yourself a few questions: What is my body type? Will I be more comfortable in a size up or down? Take your body type into consideration when choosing a size, especially if you're in between sizes. Generally, we recommend sizing up if your shoe size & calf measurement fall between the listed range for two sizes.

6. I have small legs/feet – will the S/M still fit me?

Yes! If your shoe size falls within the range of a women's 5 – 8 or men's 3.5 – 6.5, and your calf measure under 16" inches, this is the size for you. Our S/M has been adjusted just slightly from our old women's size small.

7. My calf is wider than a 21" – will the L/XL Wide Calf fit me?

Our wide calf styles accommodate a calf measurement of up to 21". At this time, we do not have an option for calf measurements that exceed 21". It's important to us that your compression legwear fits comfortably and correctly, to ensure you're receiving the accurate level and true benefits of graduated compression.

8. Should I get the S/M or S/M Wide Calf?

Good question! Check out our Sizing Guide and look specifically at the row that details calf circumference.

New Packaging

1. Your packaging says “knee-high” socks – does that mean you have shorter socks available?

All of our socks are knee-high. To experience the full benefits of compression, therapeutic pressure should be applied from the ankle to just below the knee. Our products are also available in compression calf sleeves and full-leg tights.

2. Is the new packaging the same size as the old packaging?

Yes, our new packaging has the same dimensions as our old packaging.

New Pricing & Promotions

1. Why did you increase your prices?

Since our company was founded in 2013, we’ve maintained consistent pricing. But, things have changed in six years! The cost of producing our socks has increased, as well as the cost of doing business. That said, we understand that price increases have a big impact on our customers. These changes come as a result of significant research and careful consideration.

2. What makes your premium fabrics premium?

Our premium fabrics – Moisture-Wick Nylon and Merino Wool – are woven with special performance thread blends, making them highly functional across specific activities (such as sports, outdoors and mountain activities). They come with added benefits like odor resistance, natural moisture-wicking ability, lighter feel and heat regulation.

3. How do I qualify for free shipping?

Order socks! We offer free shipping on all orders.

4. What if I want to use a specific shipping service (FedEx or USPS)?

Generally, we use UPS for wholesale orders. Contact your sales rep or account manager to discuss options for using other carriers.

5. Is expedited shipping free?

Free shipping applies to standard shipping only.

6. When will your Black Friday sale be? What will the discount be?

Our Black Friday sale will take place in October. This is traditionally the best discount we offer all year – intended to give you the flexibility to run holiday promotions in your store. *Stay tuned for details.*

Seasonal Core

7. Can I swap styles in the Seasonal Core and still receive the discount?

Discounts apply to the Seasonal Core styles only. To receive the discount, accounts must order a full size run of all nine Seasonal Core styles.

8. What if I don't carry men's styles at all?

That's ok! All our Seasonal Core styles are offered in a women's size run. For the styles that are available for both men & women, let your account manager know that you'd only like S/M, M/L, S/M Wide Calf and M/L Wide Calf sizes.