

Frequently Asked Questions – Popup Shop

What is a Popup Shop?

A popup shop is a site that is open for a specified period. At the end of the selling period, all orders collected are summarized. The items ordered are then produced and shipped.

The CBI Forest School popup for 2026 will be open from 8/25/2026 thru 9/11/2026.

How do I pay for my order?

Payment on this site is by credit card.

When and where will I receive my order?

Once the order window closes, the orders will be summarized and sent to the plant for decoration. Orders will be sent home with your children at the end of September 2026.

How do I know what size to order?

Every apparel item has a size chart on the item page to review before placing an order. How to measure and fit guides are also provided where available.

What if I have questions before I place my order?

Email stores@teambrandscape.com with your questions. Please include the name of the store where you are shopping and be as specific as possible with your requests. Our support team is available Monday thru Friday, 8am to 5pm ET.

Can I exchange or return my order?

Returns and exchanges **cannot be accepted for custom branded items**. Please keep this in mind when making your selections.

Returns are accepted for items damaged in transit or because of our error. Credit will be applied back to your original method of payment

Please contact stores@teambrandscape.com within 7 business days of receipt of you order to review your return and receive your return authorization.

We will notify you via e-mail of your refund once we have received and processed the returned item.