



FREQUENTLY ASKED QUESTIONS (FAQ)

Our goal is to deliver the best experience you can have online, and to make ordering as easy as it can be for you. Before submitting a request to Online Customer Support, please take a moment to locate the question or problem you have, and the answer that will likely address your concern. This important step will save you valuable time:

1. ORDER STATUS AND CHANGES

Q: I would like to know the status my order. When will I receive the item(s) I purchased?

A: Each online Store has Fulfillment information listed. Be sure to check the Store Information area for the estimated fulfillment and delivery dates. If it is not listed for your Store, contact the Dealer directly to inquire.

Q: I am missing items in my order. When will I receive these items?

A: Please contact the Dealer directly to review your order and to arrange the best method for receiving the item(s) you might be missing.

Q: I want to cancel my order.

A: If the online store has already closed, we will not be able to cancel your order. This is due to the fact that, once store(s) have closed, it is very likely the merchandise has already been ordered and packaged for shipment to you. You should contact the Dealer directly to inquire if it is too late to cancel your order.

A: If the online store is still open and taking orders, send your cancellation request to support@teamuniformorders.com and be sure to include the full name of the person making the payment on the order, the date of the order, the items ordered, as well as the name of the Team and Dealer.

Q: Can I add items or cancel select items in my order?

A: If the online store has already closed, we will not be able to add, subtract or change any items from your order. This is due to the fact that, once store(s) have closed, it is very likely the merchandise has already been ordered and packaged for shipment to you. You should contact the Dealer directly to inquire if it is too late to change your order.

A: If the online store is still open and taking orders, it is best to contact the Dealer directly to request the changes you have in mind. This will assure accuracy of your order in your final delivery.

Q: Can I change the sizes of any of the items I've already ordered?

A: If the online store has already closed, we will not be able to change the sizes of any of the items from your order. This is due to the fact that, once store(s) have closed, it is very likely the merchandise has already been ordered and packaged for shipment to you. You should contact the Dealer directly to inquire if it is too late to change the sizes on any of the items in your order.

A: If the online store is still open and taking orders, it is best to contact the Dealer directly to request the size change(s) you desire. This will assure accuracy of your order in your final delivery.

Q: My items are the wrong size, damaged, or I am not satisfied with my order. Can I return or exchange item(s) from my order?

A: Please contact the Dealer directly to see about exchanging / returning the item. If the item has been personalized (name or number applied to the merchandise) unfortunately you will NOT be able to exchange, refund or cancel these items.

2. PERSONALIZED ORDERS (ORDERS WITH SPECIFIC NAMES OR NUMBERS TO BE APPLIED). NOTE: it is important to understand that orders for any Personalized Items cannot be cancelled or changed once the order has been placed in the online store. So make sure every selection, name, number is accurate before you proceed to checkout.

Q: Can I personalize my item? I did not see a box provided to enter my name and number.

A: Look for a BLUE BOX associated with an item in the online store. If a blue box (allowing you to enter a name or number) is not provided under the item, then personalizing an item is not available.

3. DEADLINE FOR ORDERING

Q: I missed the deadline for ordering. Can you squeeze me in please?

A: At the request of the Dealer, we are unable to process orders after the online store deadline has passed. Please contact the Dealer directly to inquire whether your order can still be placed.

4. HOW TO SELECT THE BEST SIZE OF THE ITEM(S) YOU WANT TO PURCHASE

Q: Can you tell me how these sizes run?

A: Every online store should include a manufacturer's sizing chart. Please locate the sizing chart within each store as guidance. If you're still not sure, check the manufacturer's website for more detailed information. If that still does not give you the assurance you need, contact the Team Manager of Dealer directly.

Q: Can I try on items before I buy them? Will there be a fitting?

A: Each Team, Club or Team Manager handles the sizing question differently. It is best to contact your Team Manager or Dealer directly to inquire whether a fitting time is available or would be the best way to assure size accuracy.