

FREQUENTLY ASKED QUESTIONS

# TEAM.SHOP



Welcome to the one-stop shop for your team's uniforms, apparel, and equipment. On Team.Shop you'll have access to your organization's custom team gear store, where you can shop for uniform and fanwear items and have them delivered right to your door. You can also take advantage of exclusive pricing on bats, gloves, protective gear and more from EvoShield, DeMarini, Louisville Slugger, Wilson, and ATEC.



Shop 24/7, 365 days a year



Exclusive pricing on the best brands



Free shipping on orders over \$50



Dedicated support for coaches and parents

# FREQUENTLY ASKED QUESTIONS

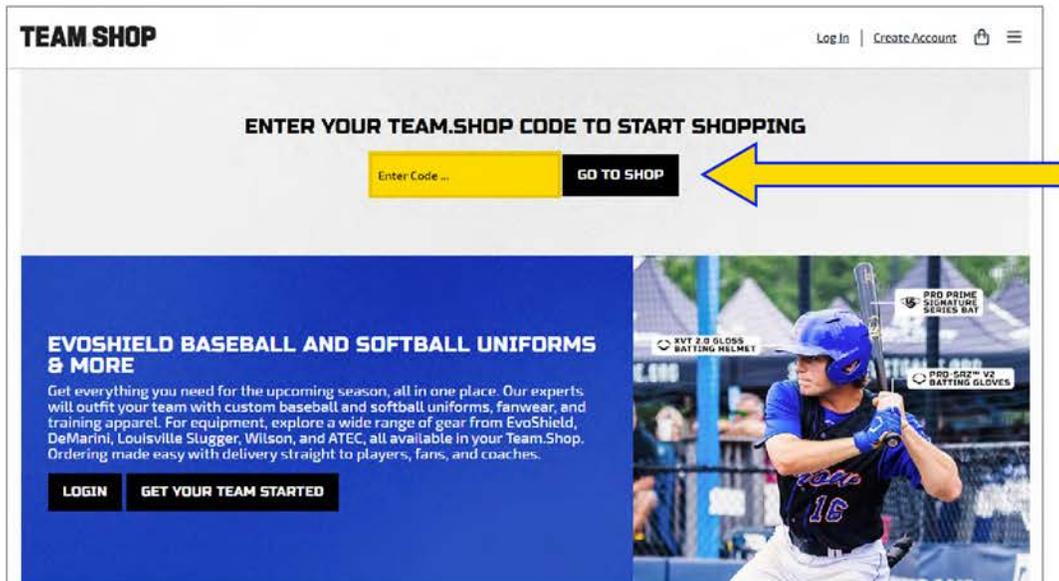
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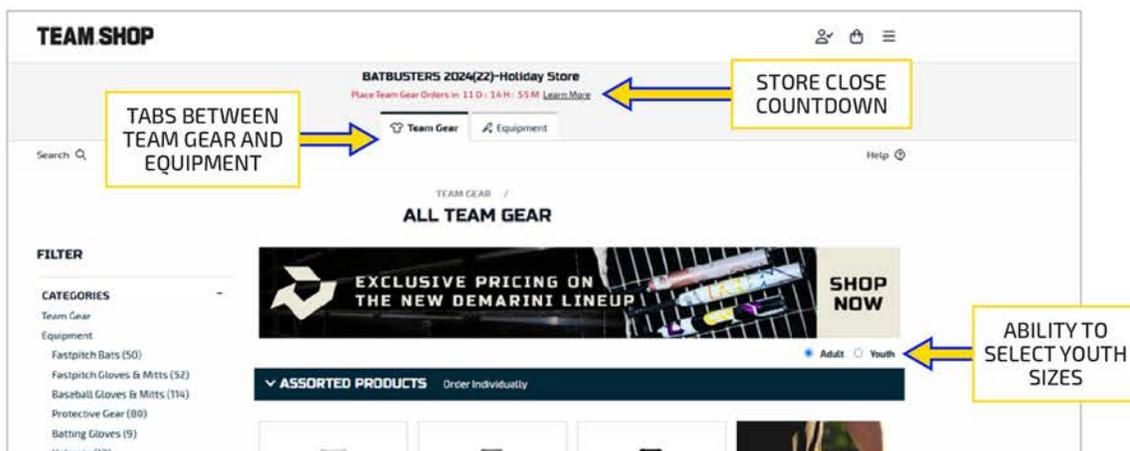
# 1 How do I access my custom team gear store?

Each Team.Shop has a unique invite code that grants you direct access to your shop. This invite code will be given to a selected team representative who will then share it with team members. Invite codes may also be sent directly to your email.

Once you receive your invite code, go to [www.team.shop](http://www.team.shop) and enter the code in the designated space on the homepage.



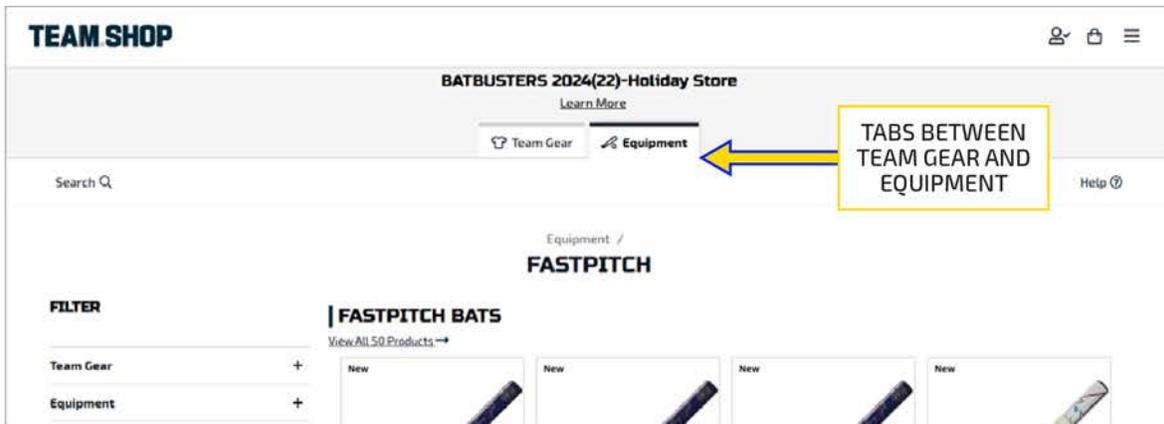
After entering the code and logging in, you will be redirected to your custom Team Gear Team.Shop. Deadlines for ordering custom apparel and uniforms can be found at the top of the page.



## 2 How do I navigate to the equipment store?

To enter the equipment store from your custom Team Gear Team.Shop, click the tab titled "Equipment" at the top of the page.

Here, you can access exclusive pricing on gear from EvoShield, DeMarini, Louisville Slugger, Wilson, and ATEC. If you are not seeing discounted prices, please make sure that you are logged into your account.



Utilize the filters section on the left-hand side or scroll through the various categories to browse products from each brand.

## 3 What are delivery timelines for uniforms and equipment?

### Custom Team Gear:

Items will ship in 5 weeks or less after the Team.Shop has been opened.

### Equipment:

Products with no customization ship 2-4 business days after the order is placed.

**Pro Tip:** Take advantage of exclusive pricing on Equipment even after the Custom Team Gear deadline, which can be found at the top of the Team Gear page.



#### 4 What is the return policy on custom uniforms, apparel, and equipment?

Custom uniforms, apparel, and equipment cannot be returned. Please refer to the size chart on the product page to ensure the correct size is selected and double-check the name and number when ordering a custom item.

Please reach out to our customer service team if you are not satisfied with your custom item.

#### 5 What is considered a custom item?

An item is considered custom if it has your team's logo, a number or name added, or if there is braid or piping on the pants. Removing team logos to return an item is not permitted.



This Pro Team 3.0 shirt is considered custom due to the team name and number. If an item only had a team logo, it would still be considered a custom item.



Pants with a braid or piping are custom.



Helmets with a Sticker Logo added to them are custom. Removing logos to return will not be permitted.

## 6 What is the difference between decorated and sublimated products?

### DECORATED STOCK



#### DECORATED:

A logo or number applied to a stock product through heat transfer or embroidery.

### SUBLIMATED



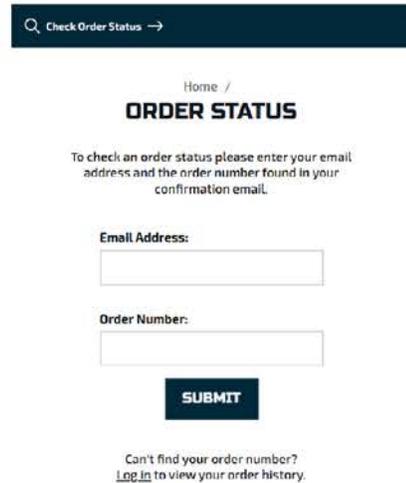
#### SUBLIMATED (PROFUSION):

Intense heat is used to transfer ink from paper onto fabric which is then used to create items such as uniforms, pants, or shirts.

## 7 How do I check the status of an order?

Navigate to your Team.Shop dashboard and click **ORDERS** on the left-hand side.

You may also go directly to [team.shop/en-us/sales/guest/form](https://team.shop/en-us/sales/guest/form) and enter your email address and order number to track your shipment.



Q Check Order Status →

Home / **ORDER STATUS**

To check an order status please enter your email address and the order number found in your confirmation email.

Email Address:

Order Number:

**SUBMIT**

Can't find your order number?  
[Log In](#) to view your order history.

## 8 Can I change or cancel my order?

Changes to your order can be made while your Team.Shop is still live. Once the shop closes and your order is confirmed, changes cannot be made. Please contact customer service to assist with any changes or cancellations. If you are not satisfied with your received order, please contact customer service for assistance.

## 9 How do I begin a return?

Navigate to your Team.Shop dashboard and click **RETURNS** on the left-hand side.

You may also go directly to [team.shop/en-us/return](https://team.shop/en-us/return) to begin the return process. On this page, you are also able to check on the status of the return.

If an item is not found in the returns tab, this means it is a custom item. Custom items cannot be returned unless a production error has occurred.

## 10 How can I contact customer service?

### Email

[teamshop@wilson.com](mailto:teamshop@wilson.com) | We typically respond within 24 hours of receiving your email

### Call Us

+1 844 531 5506 | Our service is open Monday-Friday (9am-5pm CST)

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