

Single Player Online Customer Issue Help

Customer Issue	Account Manager Answer/Resolution
I didn't get or have deleted the email that tells me to place my order. (This email contains a direct link to order)	Please check your SPAM filter and add custserv@sportsendeavors.com to your safe list so that you receive future emails. If you still don't find it contact Jenny Carlson at uniforms@columbusexpress.com and she can resend the email so you have the direct link.
Can I order shoes, shin guards, balls, or other items from soccer.com when I place my club uniform order?	Yes, you may shop the entire soccer.com site and add shoes, socks, replica jerseys, etc. to your order.
I have two players on two different teams, do I need to place 2 different orders?	No, the online ordering system allows you to place both orders at the same time by finding your child's team on the left hand side of the screen. You can then scroll down to your last name and order that product by adding it to the gear bag.
I have a keeper in the club. I want to order the game jersey's and primary shorts in addition to the keeper kit.	Every player, even as a keeper, will have the choice of ordering the game jersey as well. This will be in your players specific section.
Will there be a sizing chart specific to the uniform?	The sizing chart available is a generic sizing chart. It can be found at: http://www.soccer.com/channels/about.php?story=sizing . We recommend that clubs order sample sizes in order to get accurate sizing. For "club U11-U18" jersey's the sizing is the same as the jersey we used for the fall 08-Spring 10 seasons. (Toque) For the "academy" jersey's you will need to try-on a jersey to assure the fit.
How do I order Optional items	Optional items can be found in the main landing page as well as by choosing "Optional" on the left hand menu. You can then add those items to your gear bag to purchase. You will also be able to purchase a full line of spirit wear products at this time.
Can I order more then one jersey, short or sock?	You can order as many items as you would like. There are no maximums.
Do I need to order all of the required items?	Yes, the club has specified what is required for each player by age group. The club requests that you order all product at the same time.
What is my shipping charge?	Shipping can be found at: http://www.soccer.com/channels/policies.php
Can I use a gift card on my club order?	yes, you may use up to 2 gift cards on your order.
Can I use a source code on my order	Yes, you can currently use source codes on your order
What # is my child supposed to wear?	The email that was sent out by soccer.com gives your player #. If you can not find that email, try searching by your last name in the search tool on soccer.com.
How do I go back and order more product?	If you go to soccer.com, there should be a club link in the top right hand corner. You can click on that link to go to your club product. If they link does not show up, you should go to the email that was sent with your player uniform information and click that link.
I want a jersey without a player #	All jerseys and t-shirts require a # at this time. You may choose to buy the jersey at full retail without customization by searching regular soccer.com
My size isn't available	This means an item is currently out of stock. Please order either a size up or size down.
When will my order arrive?	You will receive an email confirmation with an expected ship date for your order.
I only received my non customized product	To get your non-customized items to you faster, we have shipped them separately at no additional cost to you. Your customized items will be coming in a separate shipment. If you ordered items with embroidery, like a backpack or jacket it will most likely come in a separate package as well.
Do I get an additional goal club discount on my club product	You will only receive goal club discounts on non club items. For example, if you are a goal club member and you buy a pair of shoes that aren't part of the club's required purchase items, you will receive the goal club discount
Do I get goal club points for my order?	Yes, the customer received points based on their entire order including template and non template items

If you need additional help please contact a team sales representative at:
 team@sportsendeavors.com
 ph # 800 967-8326