

No orders will be accepted after the deadline.





FREQUENTLY ASKED QUESTIONS

WHEN WILL MY ORDER SHIP?

Once the ordering period ("the shop") closes, all blank items will ship to the decorator to be printed. Generally, the decoration process for orders takes approximately 5 weeks from the time the Team Shop closes. Each team shop will be open for 2-week sessions from March to July.

CAN I PURCHASE AN ITEM NOT OFFERED ON THE SHOP?

We are unable to add items to individual orders that are not offered on the shop. The items offered on the shop are carefully chosen by the school and BSN Sports based on need and availability.

WHO SHOULD I CONTACT IF I ENCOUNTER A PROBLEM WITH MY ORDER?

Communicate your concern to Mike Fleming, the BSN Rep at <u>mfleming@bsnsports.com</u>. He will work to ensure the problem is resolved as soon as possible.

WHEN IS MY PAYMENT CARD CHARGED?

Payment cards will be charged immediately upon check out.

HOW WILL I KNOW THAT MY ORDER HAS BEEN PLACED?

An email confirmation of your purchase will go out shortly after the order has been submitted. This will assure you that the order has been placed and provide a copy of the order for your records.

CAN I PLACE MY ORDER LATE?

No orders can be accepted after the shop close date.

THE SHOP WILL NOT ACCEPT MY DISCOVER CARD, DO I HAVE TO USE A DIFFERENT CARD?

Only MasterCard and Visa are accepted.

WHY ISN'T MY ACCESS CODE WORKING?

The access code is case sensitive. Also, the access code will no longer work once the shop closes. Please double check your shop close date.

WHAT IF I DO NOT KNOW WHAT SIZE MY STUDENT WEARS?

At the top right of the My Team Shop, beneath the shop close date, there is a sizing chart link that will provide sizing information specific per brand.

If your question was not listed, please call 1-800-749-3813

Thank you for choosing BSN SPORTS!





ORDERING INSTRUCTIONS

STEP 1: Go to www.bsnteamsports.com in your browser of choice

(Explorer, Chrome, Firefox, etc)



STEP 2: Enter the access code provided to you by your coordinator



STEP 3: Select your items, sizes, and colors.

Please note: items must be added to your cart to complete a purchase.

STEP 4: Enter your information- Player name, email address and phone number. Note: if personalization options are available, you will complete that step during checkout.

STEP 5: Please review & confirm your order after you enter your credit card information.

Decorated goods arrive approximately 5 weeks after the shop closes.

Thank you for shopping with BSN SPORTS!