

V1_.5.24.23

This document is designed to help your members order Admiral product online.

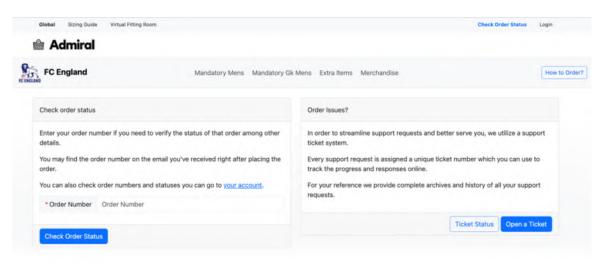
We are open **Monday through Friday 8:00am - 6:00pm EST.** To order by email contact your **Sales Associate** directly or shop online at www.admiral-sports.com To order by phone call Admiral toll-free on **888.646.6822.** The **general service e-mail** is customerservice@admiral-sports.com. To see C3D go to; https://admiral.c3d.tech/en_us/

Production lead times; 4-6 weeks for custom C3D product (for the last months we've consistently been at not more than 4 weeks. Ready to go in-stock items that require embellishments 2-3. Ready to go in-stock items that are not embellished 1-3 days.

June to September is peak season, and the delivery time of products is longer than the rest of the year because of the volume of orders during this time – at this time allow another couple of weeks.

Watch a general video on how to order from your Admiral Online Store.

Should you wish to review the status of you order, PLEASE DO NOT CALL customer service. We have established easy to understand online ways for you to check this information. If you want to check status, go to https://admiral-sports.com/shop/orderstatus/



And enter your order number. It will show you the status and if you follow the links the system will describe for you what the status assigned means in terms of delivery to you. Below are each the status descriptions defined so that you understand what each status means in terms of delivery.



PROCESSING	Your order was received and entered our systems. Depending on when your order was received, it is moved to PRODUCTION QUEUE within 5 days of the store deadline.
PRODUCTION QUEUE	Your Order is in queue to be produced. This means that your order has been processed and will be moved IN PRODUCTION within 5 days.
IN PRODUCTION	Your Order is being manufactured.
	Depending upon whether you are ordering for NON-PEAK or PEAK periods, manufacturing takes approximately 30 - 37 days for custom sublimated items.
COMPLETE	Your Order was shipped.
CANCELED	Your Order was canceled.

If you receive your package and have an inquiry about the packing list, believe that there was a short shipment or have any issue at all, we have established this link below for you to tell us what is wrong. http://admiral-sports.com/myorder/issues/ It is the fastest way to get a response. When creating a ticket for an issue remember to include your club info, your name and contact info and your online order number. Again, please DO NOT CALL us during the peak period. Our Sales Associates review these tickets daily and you will receive a response within 36 hours.

Cancellations and/or changes of orders cannot be accepted once the status of your order is moved from PROCESSING to PRODUCTION QUEUE. As a reminder, you can check this status by going to https://admiral-sports.com/shop/orderstatus/ with your order number and check your status.

After your product is produced and the status is showing **COMPLETE**, we will pack and then ship your product using UPS "Express Saver" from our factory in the Dominican Republic which usually takes 2 - 4 days to deliver throughout North America. "Express Saver" is a UPS term it does not mean you are paying more for express service this is just the name they give to their express saver shipping service. Below are your shipping options that are determined by the club in advance of making the online store live.

HOW TO ORDER ONLINE

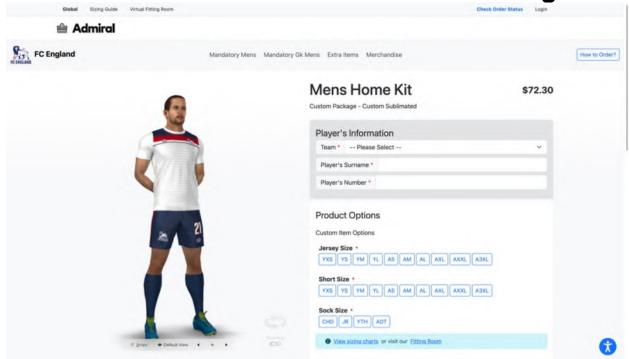
You should have received an email from your club with a link to your team store or the link will be on your club website. Click on that link you will see a home page like this with your club's name and logo.

STEP 1: Required Items

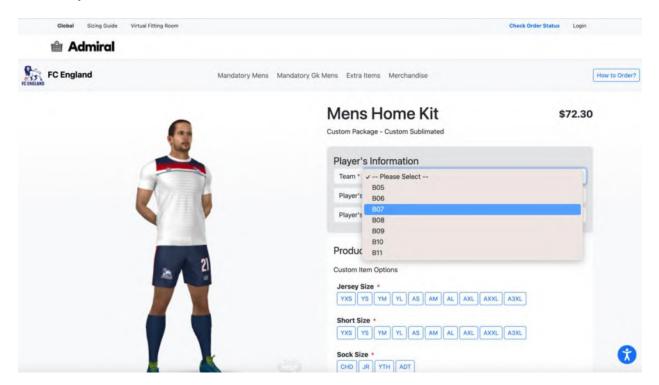
You must order all the items in the <u>Mandatory Men's</u> or <u>Mandatory Women's Package</u>. You can order the short or long sleeve package.

Click on the image of the mandatory package or the items that make up the package...





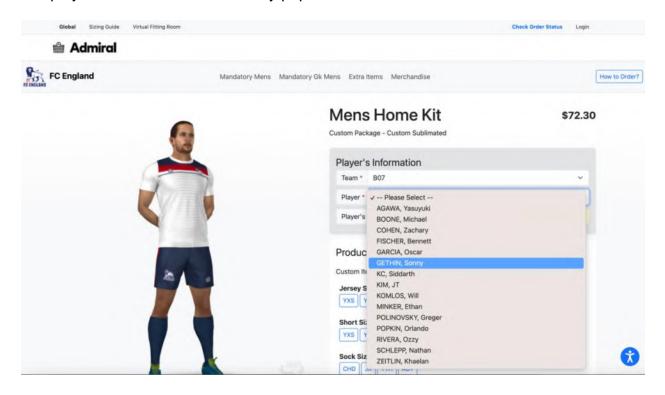
STEP 2: Select Team and from the drop-down menu select your team. Be careful to select "B" for Boys or "G" for Girls. The Girls teams will receive a women's fit kit.





STEP 3: Then select your player's name.

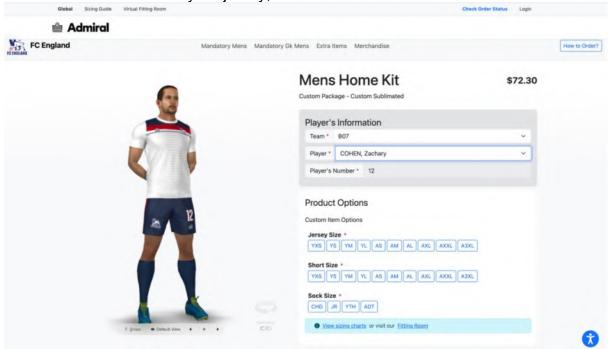
Your player number will automatically populate.



If you cannot find your name, please call, or e-mail your club contact.

Can I change my player number? No, only your team manager is allowed to add to or edit the player number.

STEP 4: Select the size for your jersey, short and sock.

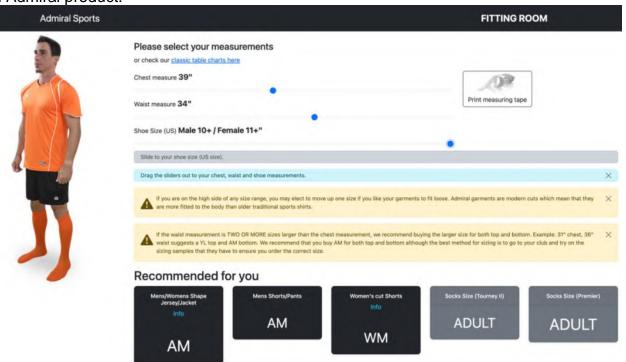




SIZING: If you do not know which size to select in Admiral product click on the link to view our sizing charts or visit our fitting room.

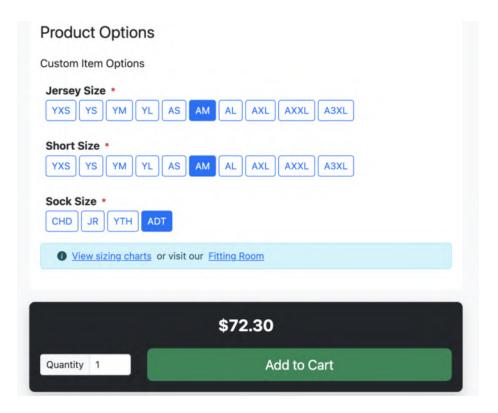


The <u>fitting room</u> is an excellent tool for estimating the size of Admiral product that you may need. It is only a guide. Measure your chest and waist size with a tape measure. Use the slide rule to enter your chest, waist, and foot size. The fitting room will suggest the best size in Admiral product.

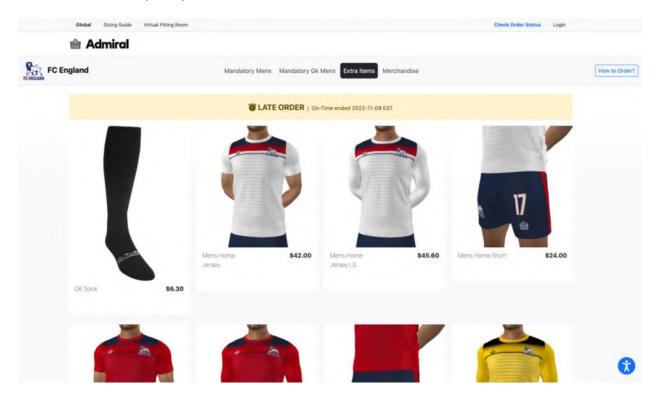




STEP 5: Add to cart

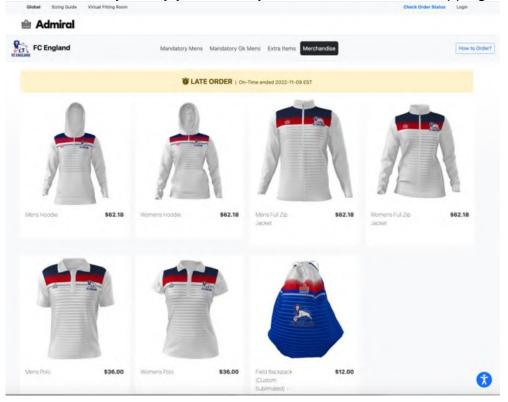


STEP 6: Order EXTRA ITEMS. Where you can order additional items. Many players want to have an extra jersey, shorts, socks.

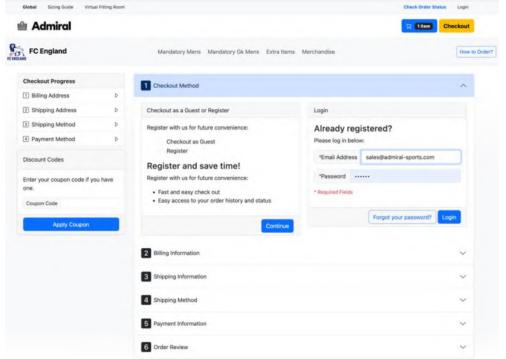


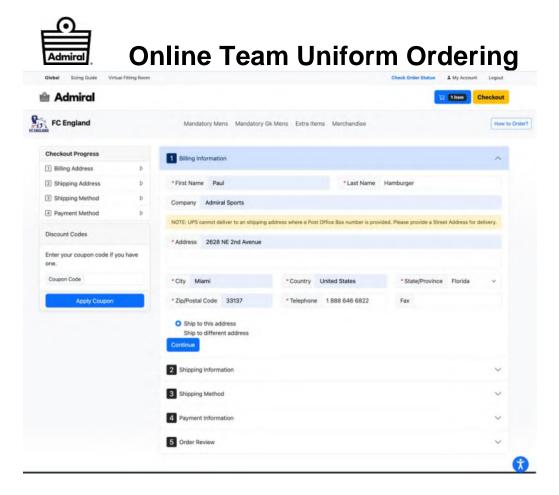


STEP 7: Go to MERCHANDISE. Where you can get matching hoodies, quarter zips, jackets, polo jerseys, bags rain jacket, a winter coat and other items. It is better to order these items at the time you buy your kit, so you save on the cost of shipping.

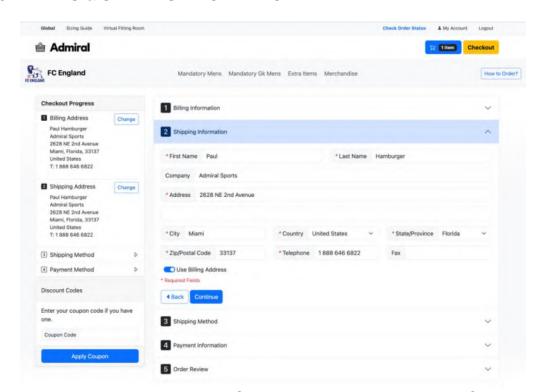


STEP 8: When you have completed your order go to the CHECKOUT. You will then see this page. Either check out as a guest or Register. It is better if you register because we then can communicate with you when your order is due to ship.



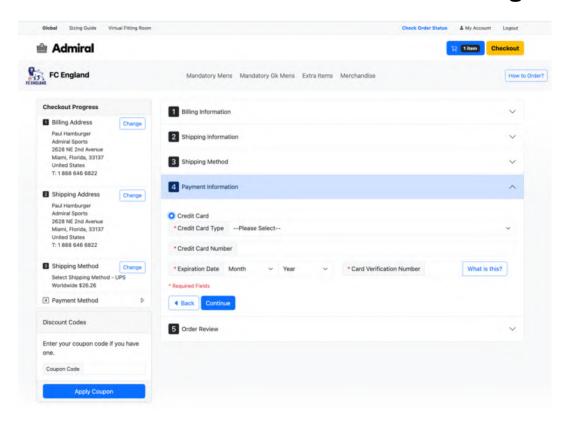


STEP 9: BILLING & SHIPPING INFORMATION

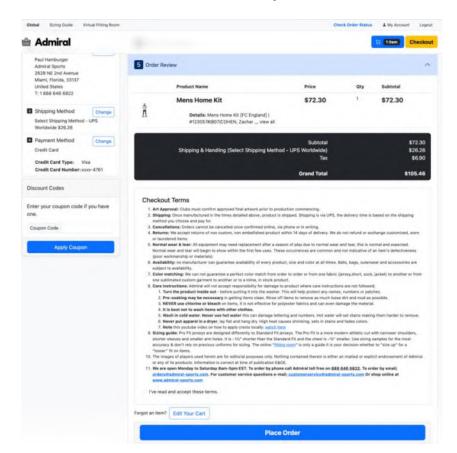


STEP 10: PAYMENT INFORMATION: Select a credit enter the details. Check your billing and shipping address and the method of shipping and press continue. Enter a coupon code if you have one.





STEP 11: ORDER REVIEW - Check and confirm your order





How do I redeem my coupons? If you have a discount coupon you may use it on any order by entering the code in the coupon box in the cart. The coupon is for a fixed value and one-time use and any remaining balance not used on the order will be lost.

Returns permitted?

The Company does accept returns of non-custom, non-embellished product within 14 days of delivery provided these products are returned in their original condition (brand new, unworn, unlaundered, unembellished). Returns must be accompanied by a Return Authorization Number ("RA") issued by the Company. To get an RA contact Admiral toll-free on 888.646.6822.