

# Online Store

## How long does it take to receive product once it's ordered online?

### IMPORTANT INFORMATION REGARDING TURNAROUND TIMES!

For all ONLINE CLUB ORDERS, Admiral BEGINS processing your order when the pre-negotiated club order deadline is reached. Admiral will combine all club orders, produce the club's product requirements in bulk, embellish, pack, and then ship as requested using a method pre-determined by the club, either in bulk by team to the club for distribution or individually. The turnaround time will vary based upon whether your club has ordered in stock Ready 2 Go styles, custom sublimated Your Kit Your Way styles, or custom Ready 2 Go designs. Your club Administrator(s) are aware of the lead times.

The time we need to manufacture your kit depends on whether your club have selected custom Admiral ID sublimated product or our in-line range. Sublimated garments are printed directly onto a fabric. This is what gives you an unlimited number of colors, logos, and pattern options to create a truly unique design. These items are made to order and take longer to produce than pre-manufactured product. Here are the lead times.

**Peak time: 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.

### Examples of timing relative to order windows for CUSTOM products ordered in the Peak Period are as follows:

If a Club's required delivery fall's outside of the stated turnaround times for your products, we often suggest that the Club ask Admiral to separate the Training, away or alternates that may be inline and in stock products so that they may be delivered first.

For that reason, we recommend that the club select a training package and/or an inline in stock item to ensure that players have product on start dates.

After your product is produced, 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.

### Online Store Order - 1<sup>st</sup> MAIN Order Window:

The duration of the main order window will be decided by the club but is normally 7 - 10 days from the date the store is opened. All deadlines are clearly visible on the countdown clock on your club's store. If you miss the main deadline, you must wait for the late store window to open. Admiral will start to process all orders placed in this main window the 1<sup>st</sup> workday day after the store deadline. The time to produce product is detailed above in section 7.F.1.

### Online Store Order - 2<sup>nd</sup> LATE Order Window:

Following the deadline of the main order window, a 2<sup>nd</sup> LATE order window will open. The duration of the late order window will be a minimum of 10 days. Admiral will NOT start to process the orders received in this order window until the first workday following that late order window deadline. All orders placed in this late order window will be delivered a MINIMUM of 12 - 14 days after those that

# Online Store

ordered in the main order window. There will also be a \$9.00 surcharge for administering orders outside of the main order window.

**Any orders not placed within the 1<sup>st</sup> MAIN or 2<sup>nd</sup> LATE order windows will be processed as follows:**

Admiral will wait an additional 14 days after the late order deadline and accumulate all extremely late orders. We will process all these orders together at that the same time. We will NOT process them as they are received. If an order is placed on the first day of this 2 week hold period, it will be held for the remainder of the 14 days before Admiral begin to process. As a result, these orders will be received approximately 30 days after the orders placed within the 2<sup>nd</sup> LATE delivery window.

## Bulk Delivery

This is the least expensive option for orders placed directly by the Club. Under this option, Admiral will produce one bulk order as placed by the Club and then ship that order in bulk to the Club directly. It will be the responsibility of the club to sort and re-distribute to the teams and players. The freight charge for this service will be based upon the weight of the shipment which is calculated on the day of shipping based on UPS's published rates.

## Bag by player / box by team / Ship direct to club in bulk.

Admiral will combine all online club orders to efficiently produce the products, bag each player's kit, label each bag, and put each player's order in a carton for the Club or Coach to distribute to the individually labeled player. The freight and handling for this service for orders placed in the **1<sup>st</sup> MAIN order window is currently \$8.25 per player. IMPORTANT.** If you miss the 1<sup>st</sup> MAIN order window, the cost for this same bulk packaging & shipping is \$17.26 per player.

## Individually ordered packed and shipped to individual's home address.

With this option, Admiral will sort the bulk production by player, bag their items by player and ship directly to the individual residence. The freight and handling for this service for orders placed in the **1<sup>st</sup> MAIN order window is currently \$17.26 per player. IMPORTANT.** If you miss the 1<sup>st</sup> MAIN order window, the cost for this same Individual packaging & individual direct shipping is \$26.26 per player.

## IMPORTANT.

When you order additional items beyond your club mandatory items, the parcel weight will increase, and this may result in increased shipping costs. Your total shipping cost will be detailed on each individual order prior to checking out. We are not in control of UPS's rates if they change them, we will let all our clubs and customers know. These rates are correct currently.

# Online Store

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