



**WORN BY CHAMPIONS
SINCE 1914**

“It is very important that you read this document!”

OPERATIONAL GUIDELINES

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Welcome to Admiral

We're delighted to be working with your Club. Given the relationship is new, it's important that we set up your account properly and clarify the process of how we'll work together. The contents of this document will make the setup, placement and fulfillment of your orders easier for your Club and Admiral.

Important Information:

We are open **Monday through Friday 8:00am - 6:00pm EST.**

To order by phone call Admiral toll-free on **888.646.6822**

To order by email contact your **Sales Associate** directly

or shop online at www.admiral-sports.com

To create a custom C3D uniform go to; https://admiral.c3d.tech/en_us/

To create a Ready 2 Go uniform go to; https://admiral.c3d.tech/en_us/ready2go

Please use the **Online Order Enquiry** system to ask about order status. Calling in to customer care ties up the same Customer Service team that are working to get your order to you and delays their efforts.

1 Account Set up & Communication

A) Importance of Account Information!

Once we receive your Club's signed partner agreement, completed account set up form and cc payment form, we can set up your account on our system and orders can be placed. Without this paperwork we can't set up your online store, order logos or fabrics, or enter orders for production. So please do ensure we have these completed forms.

B) Your Dedicated Sales Associate

On receipt of the completed forms, Admiral will assign a dedicated Sales Associate. This person is in place to support you, administrate your orders, answer your questions and set up your web store. Your Sales Associate is physically located at our head office in our factory and is well placed to either answer your questions directly or direct those questions to the appropriate person that can.

Your Sales Associate is available toll free at (888) 646-6822. We ask that you communicate detailed instructions by email to avoid any confusion. If you are unable to contact your Sales Associate or don't get a response within 48 hours of an inquiry, we ask that you please use the **Online Order Enquiry** system to ask about order status. Calling in to customer care ties up the same Customer Service team that are working to get your order to you and delays their efforts.

C) Important Information regarding Pricing

No price remains the same for years on end. Prices generally increase each year, regardless of the brand or the supplier of that brand.



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I. Price Changes - Each year, prior to January 1st, we review our product range, launch our annual collection of products and review pricing. On January 1st, prices may increase, some may decrease and many will stay the same. It is very important to keep in mind that our changes are market driven and that Admiral's prices are extremely competitive. We ensure that is the case as we control our factory and work directly with the end customer which allows us to pass along huge savings to your club. A discounted price level has been established well below retail pricing for your Club.

II. Product Changes in our line - As it relates to almost all APPAREL (excluding some technical outerwear pieces), Admiral may no longer offer a style online or in our catalog, but as we own our own factory, we can continue to produce that product for you as long as you require it. We are constantly improving fabrications and so Admiral reserves the right to upgrade fabrications for the benefit of the club.

2 Direct Club Orders

A) Uniform selection & design

For club orders, your Club can create its own unique designs using C3D, our custom kit design application. Link to C3D: https://admiral.c3d.tech/en_us/. It is up to the Club to review the designs and approve them. Each design created can include all logos and sponsors and is an exact representation of what the Club wants (what you see is what you get). What you save we will send to print so please check your logos are high enough resolution. If you add graphics check the key lines around the graphics. Check the colors you enter on to C3D. Admiral use the C3D reference you save to produce your orders. If they are not exact, then we must be advised and you must make changes before we go to print to avoid and misunderstandings regarding any element of the design or the embellishment.

B) Logos (See Schedule 2)

In order to show finished representations of the products, Admiral require high resolution logos. If the Club do not have high resolution logos, Admiral can re-create the logos and an art charge may apply. Kindly refer to Schedule 2 below for ART REQUIREMENTS. Logo and sponsor artwork take time to produce. Your Sales Associate will provide you with the expected amount of time that is required. Please take these logo production times into consideration. Please note that it may not be possible to reproduce some logos exactly as provided (your Sales Associate will explain this to you). This needs to be addressed so that we can order and stock logos to fulfill your needs. If you have not approved logo, artwork and the type of logo with your Sales Associate, it will not have been ordered. **We only order logos when the club approve them.**

Logo Options:

- i) **Sublimated logos** – Are full color logos sublimated in to the Admiral C3D Sublimated garments we make at the time of manufacture.
- ii) **Digital Transfers** – A cost effective logo or sponsor in full color. No Minimum order quantity is required.
- iii) **Woven Crests** – Actual woven yarns make up your crest. Maximum colors are 8. Allow 4 weeks for production. Minimum order quantity of 400 pieces is required.



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- iv) **PU Crests** – 2-dimensional Polyurethane is formed and printed to make your crest. Allow 4 – 5 weeks for production. Minimum order quantity of 400 pieces is required.

C) Sizing (Online Fitting Room)

Admiral has created a unique ONLINE fitting room to provide guidance when ordering sizes of products. It is for guidance only. In our online fitting room, you can print a measuring tape, measure yourself and then enter waist and chest measurements to estimate the size of uniforms. Again, the recommended sizes are recommendations only. The following web link has more information. https://admiral-sports.com/fitting_room/

D) Sizing Consistency

Please do not use other vendors sizing to determine the sizing of Admiral Products.

Sizes of products for ALL BRANDS often vary based upon the style, age of the garment, intended functionality and price point. Older garments tend to have "more room" than newer garments because as fashions change the style and fit changes. For example, you may have seen this trend to more fitted garments on television. Training garments are more fitted and polos are differently "patterned" as they are not for "active training". There is a reason for every fit. Think of this like straight leg, skinny or boot cut jeans - the same waist size may seem to fit differently, which does not automatically make it an incorrect size!

One player's (or parents of a player) idea of a proper fit routinely differs. This is exactly why we offer the **EXTRA's** kit so that everything is understood up front.

E) **EXTRA's** (Try on / spare apparel) (See Schedule 4)

IMPORTANT. When you approve the design of your kit, we recommend that you order an agreed number of jerseys and shorts (provided at a discount off of the Clubs already discounted price level) in all the sizes you need from YM-AXL. It is the Club's responsibility to confirm with your Sales Associate your tryout dates and to order EXTRA's.

These "extra's" will be produced with the number #80 and up on the back. The samples will be kept by the Club and taken to tryouts to be used for sizing. They will then be used by the Club as needed for players who lose their kit, late registrations and late orders. They can be handed out to be kept by the player or used for loaners until their online order arrives. This program will achieve a number of things:

- I. It ensures players who try on apparel will be clear about what size they need to order.
- II. It ensures that the expectations of coaches, players and parents are met prior to ordering.
- III. It ensures replacements are on hand as necessary.
- IV. It will clearly show the Club exactly what it is going to receive before the bulk order process starts. At this point changes can be made, but the samples will belong to the Club regardless.
- V. It removes the need to have a local retail environment to "try on product".



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F) Placing an Order

When the Club is ordering directly and not online, please email your Sales Associate your order. In the subject line, please type the name of the club and the word ORDER in capital letters. Please DO NOT email the order detail in the body of the email. Please attach your order (usually an easily understood Word or Excel file) to your e-mail. Note that an order cannot be entered into our system until all of the details are clarified. i.e. style, color, size, logos etc. so to clarify, the date in which you send us your order does NOT dictate the start date for the purposes of lead times stated by Admiral for fulfillment of your order.

In the event that the Club is placing a Recreational order, we ask that the Club ONLY use Admiral's recreational order form which can be requested through your Sales Associate. It contains a substantial number of Macros that allow us to enter, pick, pack, sort and ultimately deliver your order in a timelier manner.

Order Instruction

It is important we get instruction on orders from one person in the Club. Otherwise, we could have different people in the Club giving us conflicting or confusing instruction. This can lead to mistakes which we obviously want to avoid.

G) Order Confirmation

When your Sales Associate enters an order, they will send you an order confirmation. You should read this carefully to ensure we have correctly interpreted your requirements. **This confirms all of the details of an order and also the current pricing.**

H) Order Approval

Following receipt of the order confirmation, we ask that you send an email to your Sales Associate approving all details within the order confirmation. If you don't get an order confirmation to approve the order, this means that it is not in our system. **If you don't approve the order confirmation, we cannot move to the next stage.**

I) Deposit

At this point your Sales Associate or our Credit Department will ask for a **deposit of 35% or full payment depending on the order value.** Payment can be made using: Visa, MasterCard, American Express, PayPal, or checks which must clear prior to production commencing. When the deposit is paid, the production process will begin. It is THIS DATE that is recognized by Admiral as the START DATE for determining delivery timelines. If we do not have up-to-date payment details on file, we can't process your order. So please do send your Sales Associate up-to-date account set-up and payment forms. **Without a deposit, we do not proceed with production and the START DATE, as it relates to TURNAROUND timelines, does not begin.**



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J) Payment

On the day of shipping, once the order is picked, packed and ready to ship, Admiral will contact the Club for the balance of the payment which includes the freight amount. When the payment is made, the order will be shipped using UPS. We can't calculate the final cost before the shipping is calculated as this varies according to the size of the box, weight, delivery address etc. It is the Club's responsibility to pay for products ordered. Admiral will not be responsible for delays in delivery due to payments not being made on time.

K) Cancellations

Orders cannot be cancelled once confirmed either online, via phone or in writing as at this point, they will have gone into administration and production.

L) Returns

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. Your Sales Associate can issue this RA if the return meets the conditions stated above.

3 Online Orders

A) Kit Design

Once the kit design is finalized in Admiral C3D, all artwork must be approved by the Club. **If you haven't given final approval on the kit and logos on the Admiral C3D link you send us, we can't start manufacturing.**

B) Tryouts & Sizing Events

It is the Club's responsibility to advise their Sales Associate when the tryouts start and when the **EXTRA's** samples must be delivered to be effective for the club. Remember, you must allow 14 business days for Admiral to produce these during off peak periods (Oct-June annually) and another 1 – 2 days for shipping to the Club. The Club **MUST** work back from these dates to ensure these samples are received in time for sizing events.

C) Online Packages & Pricing

The Online store or presentation will show all current pricing. Once again, Admiral reviews pricing annually.

D) Online Store Setup

We will create the Club's online store at no cost to the Club. However, it is a detailed and time-consuming process to create and enter custom designs and create all of the required packages. If possible, please allow



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your Sales Associate up to 10 business days to set up this unique online store for you. If your store requires changes, please allow an adequate amount of time to make these changes.

Obviously changes slow the ordering process so it is important to review all information given up front to determine its accuracy the first time. The online store is a way to create a new revenue stream for the Club. We recommend that you watch this video to see how your online store will work and to show you how easy it is to use: **Admiral Online Store**

E) Online Markup

We cannot provide different markups on different packages or items online. The markup needs to be the same on all items. Most Clubs add 20% to 25%. However, the markup is entirely up to the Club. Admiral's pricing is much lower than our competitors and so the Club should consider keeping some of these factory direct savings in order to generate more revenue for the Club. Once again, this markup percentage (if any) is entirely up to the Club. After the mark-up is agreed, your Sales Associate will then send you a price list for approval prior to making the store live.

F) Roster Information for Online Ordering

- I. When a Club has elected to have its members place orders online, team rosters must be uploaded to the Club's website so that the individual player can locate their team, player name and number (if applicable) and place his or her order.
- II. Admiral provides a special roster form that enables us to upload the bulk of your Club information the first time. You can download this form by going here: <https://admiral-sports.com/media/roster.xls>. This form **MUST** be used by the Club to ensure that there are no errors in the data entry of player names and numbers. Please allow 3 - 5 days for the team rosters to be uploaded. If the Club uses any other form when submitting rosters for upload, Admiral cannot assume responsibility for typos that may occur in the data entry of the information. Please forward the completed roster template to your Sales Associate and he/she will ensure that the BULK order is uploaded for the Club. However, all subsequent additions must be done by the Club using the online Team Manager portal. It is a very simple process. Kindly speak to your Sales Associate for information on how to access your Club online Team Manager portal. The e-commerce site will not allow a change once a customer has ordered. The reason is simple - as the order is placed, the order immediately comes to Admiral for processing. If a change were permitted, Admiral would have no way of knowing of the change as the order has already been submitted. If a change is required, the customer will need to call the toll-free line and ask the appropriate Sales Associate to see if a change can be made. Any change will be dependent upon where the order is in the production process. Depending upon the status at the time a customer calls to request a change, it may be necessary for the customer to place a new order.
- III. If we receive the roster in any other format other than the special form that we have created, the Club will need to allow an additional 72 hours for this roster data to be re-entered and uploaded. If a Sales Associate is asked to make the data entry of names and numbers, it will be necessary for the Club Administrator to re-check all of the information, inclusive of the spelling of each player's name.
- IV. **It is very important that we have complete information to avoid errors. Partial lists may result in**



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errors in the ordering and fulfilment process. Admiral cannot start the production process with partial rosters.

G) Online Store Order Deadline

With the store set up and the roster information entered, we launch the online store for ordering and set an order deadline. Usually we recommend allowing 7 to 10 days for ordering. We call this the Countdown Clock.

H) Countdown Clock

On the top of the home page of your web store there will be a countdown clock that counts down to the order deadline. We need a countdown clock to motivate parents to order on-time. Regardless of whether a parent orders on day 1 or day 14, we collate all orders and begin production once the deadline has been reached.

All customers, that place online orders **AFTER THE DEADLINE** for ordering, can expect their merchandise to arrive up to 3 weeks **AFTER** the bulks orders arrive. Admiral summarizes orders when the deadline clock expires. We are not able to produce one custom piece at a time.

IMPORTANT. It is the responsibility of the club to announce the online store opening and circulate the online store links to all the club's members. It is especially important that this be done **PRIOR TO** the store opening.

Online Store Order – 1st 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 1st workday day after the store deadline.

Online Store Order – 2nd LATE Order Window: Following the deadline of the main order window, a 2nd 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 1st workday following that deadline. All orders placed in this late order window will be delivered a **MINIMUM** of 12 – 14 days after those that ordered in the main order window. There will also be a \$9.00 surcharge for administering orders outside of the main order window. More information below.

Any orders not placed within the 1st MAIN or 2nd 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 1st day of this 2 week hold period, it will be held for the remainder of the 14 days before Admiral begin to process.



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As a result, these orders will be received for approximately 30 days after the orders placed within the 2nd LATE delivery window.

Examples of timing relative to order windows for CUSTOM products is as follows:

Online store order window & timeline	Order window opens	Order window closes	Admiral <u>process orders</u>	<u>Production starts</u> Time to produce custom ID product in Peak period	Admiral ship <u>product</u> (allow 1-3 days for delivery with UPS express saver)
MAIN 1st Order window	7/5	7/15	7/16	6 – 8 weeks	8/27 to 9/10
LATE 2nd Order window	7/17	7/27	7/28	6 – 8 weeks	9/8 to 9/22
ORDERS after 2nd Order window	7/28	8/12	8/13		9/24 to 10/8

We very strongly encourage our clubs to send multiple reminders of the club order windows to their members to avoid late order issues & queries. You want delivery and we want you to receive your uniforms on time.

We can add more order windows but each in window the players will receive their product two weeks after the previous window. Meaning players that order late have to understand they will receive their kit late and will unless you have “EXTRA’s” on hand will not have kit.

“EXTRA’s”: You club have been recommended to pre order some jerseys with sublimated numbers that start from 80 and up. They can hold those and supply them to players who register late as “loan kits” until their order arrives. That way players will have something to play in until their kit is made and delivered.

IMPORTANT. If part of the club selected product line up is ready to go (stock) products, please encourage your members to place 2 orders. One for the ready to go “non-custom” items and these will be delivered before (see tables below) the custom uniforms. We are unable to separate the in-stock training items for the custom items when one order is placed for all.

Admiral will provide the club with a list of players that DID NOT order on time. We do this so that the Club Administrator is aware of the people that have ordered late should they call and ask why their uniforms did not arrive with the on-time orders.

I) Admiral Provides Web Store Link for Club Distribution

At this point your Sales Associate will send you your web store link to be published on your website and sent to parents. It is the Club’s responsibility to publicize this link. This truly is the key component of the Club Administrator throughout the ordering process. If this information is circulated late, the entire process can be delayed. Admiral can provide each Club



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with Admiral Logos to put on your website to draw attention to the link. We also recommend that the Club Administrator also circulates our "How to Order Video": <https://youtu.be/4OYgro1r9sQ>. Please check your online store one final time for any errors and if you have questions call your Sales Associate. Please then send your Sales Associate an email approving the site to "go live". You will also be sent an "administrator" link with a password. This link, which allows you to track progress of the orders, is for the club **ONLY** and not to be distributed.

J) Production

Once the order deadline has been reached, we will print off a summary of all orders and do our best to check them for obvious errors. However, it is ultimately the customer's responsibility to enter the correct size and products when ordering. As a reminder, we will then wait approximately 14 days to process the 2nd BULK late order placed after the 1st order deadline. Late orders will be delivered 2 – 3 weeks after the previous bulk delivery is made.

K) After Sales Service

Introducing MYORDER ticketing Online Software! <http://admiral-sports.com/myorder/issues/>

By clicking on the above link, your Club Members can now contact us directly so that we may quickly assist them. The process is very easy to follow. Just OPEN A TICKET and then simply tell us who you are and how to contact you, what Club you belong to, the order number you are referencing, describe the issue and CREATE THE TICKET. Your Club Members can even upload a quick picture if needed to show us the problem. It is that simple. Each person who opens a new ticket, will receive an automated response with a ticket number which they can then use to check the status of their "issue". We ask that you routinely distribute this link to all of your membership. Going forward, all online order confirmations will also show this link. We need to get your members to CONTACT US DIRECTLY as quickly as possible.

What is also important to know is that Admiral's policy for dealing with club issues is just as simple to understand as the ticket system: "No muss, No fuss". Tell us about the issue and we will fix it or replace it. No one wants to fight to have a problem resolved. This is our guarantee to you, our Clubs. We have established a new designated department within our service area to specifically ensure that each inquiry is handled and resolved within 48 hours, GUARANTEED!

L) Production Turnaround Times (See Schedule 3)

	Production time Off Peak (Oct- June)	Production time Peak (June - Sept)
Admiral ID Custom Made to Order Teamwear	4-6 Weeks	6-8 Weeks
Ready to Go / In line Training & Teamwear <u>Personalized</u>	2-3 Weeks	3-4 Weeks
Ready to Go / In line Teamwear Not Personalized	1-3 Days	4-7 Days



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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. This is made to order and does 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. Please understand we want to get your kit to you as quickly as possible.

If you have any questions about this, please be sure to call or email your Sales Associate for more detail.

4 Shipping & Handling

General Shipping Information

Admiral uses UPS exclusively for all shipping. Our factory is located in the Dominican Republic, and so ground services are not available. For that reason, Admiral subsidize the freight rates for our customers allowing them to benefit by providing air service at ground rates. It is important to note that regardless of whether you see "free shipping" from other vendors they are in fact building this cost into the price of the product and / or other services. Admiral is and will always be transparent with all "other" costs.

Saturday delivery is NOT available in all markets but should this extra service be selected, and available in your market, additional charges will apply. Check with your Sales Associate to determine if your market can receive Saturday deliveries should they be required. Note that even if you select overnight delivery on your web store when ordering, this doesn't mean the order will be received the day after you have placed your order. Obviously, we need to produce the products for the items not in stock, pick, pack and ship the product and this takes time.

NOTE; "Express Saver" is a UPS term it does not mean you are paying more for express service

Admiral offers the following shipping options:

NOTE: All options below are provided to facilitate delivery to the Club. Admiral will produce and sort all orders based upon the level of involvement desired by the Club.

A) 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.

B) Bulk Team Sort Delivery for Online Orders - Under this option, Admiral will combine all **Online** orders to efficiently produce the products. We will then separate and label each player and pack into cartons by Team and ship in bulk to the Club. The Club can then easily hand the teams cartons to each coach for distribution to the individually labeled player. The freight and handling for this service is currently \$8.25 per player. ⁽¹⁾ **Important! Note: this service is NOT**



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AVAILABLE for bulk recreational orders.

Bulk Team Sort Delivery for “LATE” Online Orders - When a club takes advantage of the Bulk Team Sort Delivery, at midnight, when the countdown clock expires, the freight will automatically revert to an Individual Delivery charge which is currently **\$17.26 per player**. Any orders received after the countdown clock expires will receive Individual Delivery as explained below.

IMPORTANT. If you miss the 1st MAIN order window the cost of this same packaging & shipping on the 2nd order window is \$17.26 per player. On the 3rd order window the club pre order a number of kits for late registrations and players that join through the year.

C) Individual Delivery – This is the most direct and convenient online order service. Admiral will combine and produce all online orders. We will then separate each order BY PLAYER and ship that individual order directly to the player's home address. The cost, inclusive of freight and handling for this service, is currently \$17.26 per player ⁽¹⁾. Note, should the player order additional items, this charge may increase slightly based upon the combined weight of the product ordered. The total shipping cost will be indicated on each individual order prior to checking out. **In each instance above, the player will be charged for the freight and handling at checkout.**

¹ Delivery Charges – Quoted prices are current at time of this publication and may vary should UPS change their freight rates. When you order additional items beyond your club mandatory package, 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.

Useful links:

- To use C3D: https://admiral.c3d.tech/en_us/
- About C3D: https://www.youtube.com/watch?v=MGpKHJQ0nXM&ab_channel=AdmiralSports
- How to order online: https://www.youtube.com/watch?v=nQ7UdD-3VPw&ab_channel=AdmiralSports
- What clubs say about Admiral:
https://www.youtube.com/watch?v=GucSz_0qQ_U&list=PLuNzaV9Qil_lat0fa6JILaN59JDjYVZO&pp=iAQB
- Company Website: <https://www.admiral-sports.com>
- Download Roster Form: <https://admiral-sports.com/media/roster.xls>
- Report order issues here: <http://admiral-sports.com/myorder/issues/>

5. Schedule 1

General Info & Care Instructions

5 Normal Wear & Tear

All equipment may need replacement after a season of play due to normal wear and tear, this is normal and expected. Normal wear and tear will begin to show within the first few uses.

These occurrences are common and not indicative of an item's defectiveness (poor workmanship or materials).

Availability

No manufacturer can guarantee availability of every product, size and color at all times. Balls, bags, outerwear and accessories are subject to availability as they are NOT produced in our production facility.

Color Matching

We cannot guarantee a 100% perfect color match from order to order, or from one fabric (jersey, short, sock, jacket) to another or from one sublimated custom garment to another or to an in-line, in-stock product.

- a. It is not scientifically possible to achieve a perfect color match from one sublimated custom garment to another in-stock product. Therefore, the Company cannot guarantee a perfect match from one fabric (jersey, short, sock, jacket) to another.
- b. Sublimated garments require heat to transfer specific designs to garments. Extra precaution is recommended when applying heat above 300°F as inks can be re-activated at higher temperatures causing the design to transfer.
- c. The Company has pre-determined color palettes which can be reviewed at this link: https://admiral-sports.com/art_palette.

Care Instructions

Admiral will not accept responsibility for damage to product where care instructions are not followed:

- A) Turn the Product Inside Out** before putting garments into the washer. This will help protect any names, numbers or patches.
- B) Pre-Soaking Is Essential** for getting item clean. Rinse off items first to remove as much loose dirt and mud as possible.
- C) Do Not Use Chlorine Bleach on Items.** It is not effective for polyester fabrics and can even damage the material.
- D) Do Not Wash Items with Others Clothes**
- E) Wash in Cold Water.** Never use hot water, this can damage lettering and numbers. Hot water will set stains making them harder to remove.
- F) Never Put Apparel in A Dryer.** Lay flat, and hang dry. The high heat causes shrinking, set in stains and fades colors.

6. Schedule 2 Art Information

6 Art Approval

Admiral will not begin production on any order until we receive written approval of artwork.

Vector Logos

To avoid art changes and ensure your design logo is printed correctly and in the highest level of quality, there are a few specifications that need to be met.

1. All files must be in EPS, AI or PDF format.
2. All contents of the art file should be converted to vector.
3. All fonts must be converted to outline-vectors.
4. If possible, all colors should be converted to spot colors with Pantone numbers embedded.
5. If Pantone numbers are not included in the artwork, they must be provided when the artwork is sent.



Raster Image
(Does not scale well)



Vector Image
(Stays crisp when scaled)

	Navy SLL 348 PMS 2767 C			
White SLL 637 PMS Trans White	Royal SLL 327 PMS 286 C	Forest SLL 578 PMS 3308 C	Women Pink SLL 116 PMS 213 C	Scarlet SLL 125 PMS Trans White
Gray SLL 802 PMS 421 C	Italy Blue SLL 348 PMS 2173 C	Emerald SLL 764 PMS 348 C	Men Pink SLL 117 PMS 214 C	Orange SLL 255 PMS 1655 C
Dark Gray SLL PMS Trans White	Sky SLL 331 PMS 7453 C	Lime SLL 742 PMS 7487 C	Purple SLL 428 PMS 269 C	Gold SLL 215 PMS 116 C
White SLL 638 PMS Black C	Steel SLL PMS 7545 C	Teal SLL 787 PMS 322 C	Maroon SLL 146 PMS 208 C	Vegas Gold SLL 704 PMS 616 C

These are the standard colors for our fabrics.

Product final color, will vary due to variations in thickness of base coat, surface texture, weather conditions and method of application.

6. Send additional JPG or PDF version of the file to communicate color presentation if the files do not display color the way you want it printed.
7. Art files must be submitted with images sized for printing.
8. If size is not correct on the art file, we would ask you to advise the print width.
9. Compress large files (over 10mb).
10. Files need to be flattened.
11. Art fee may apply if revisions are required for the art files.



This is a vector file.
• It won't lose sharpness no matter how much you zoom it.
• Best for logos.

• Usual file extensions: .EPS, .AI, CDR or WFM
NOTE: Some file extensions can be vector images like PDF.



High Resolution Images

High resolution images are required for sharp reproduction in our work, otherwise the print quality is very poor.

Photo Submission

Type	Dimensions (min.)		File Formats	File Size
Images for production	5" x 7"	1500x2100 Pixels	jpg, eps, tiff or psd (at resolution of 300 dpi) or an original Adobe Illustrator (.ai or .eps)	min. 800 KB for jpg
Images for the web	2" x 3"	600 x 900 Pixels	jpg, eps, tiff or psd (at resolution of 300 dpi) or an original Adobe Illustrator (.ai or .eps)	min. 175 KB for jpg

- Use this information as a guide. File size varies and is based upon the image complexity.

These are sample photos when printed:



- High resolution picture of suitable print quality.
- Normally pictures found on the web are low resolution, not suitable for print quality.
 - A picture that is low-res cannot be made into a high-resolution photo.



This is a high res image.

- Eventually you will get to see the pixels if you keep zooming in.
- Best for pictures.
- Usual file extensions: .JPG, .PNG, .BMP, .TIF, .PSD, .AI, .EPS, .CDR,

NOTE: PDF files are acceptable if they are saved in vector format.

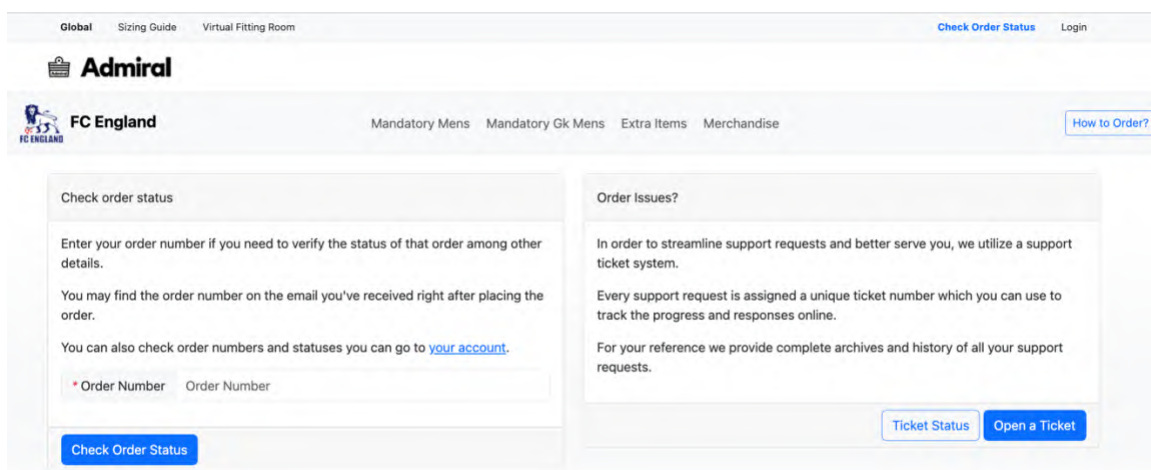
7. Schedule 3

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.

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/>



Global Sizing Guide Virtual Fitting Room [Check Order Status](#) [Login](#)

Admiral

FC England Mandatory Mens Mandatory Gk Mens Extra Items Merchandise [How to Order?](#)

Check order status

Enter your order number if you need to verify the status of that order among other details.

You may find the order number on the email you've received right after placing the order.

You can also check order numbers and statuses you can go to [your account](#).

* Order Number Order Number

[Check Order Status](#)

Order issues?

In order to streamline support requests and better serve you, we utilize a support ticket system.

Every support request is assigned a unique ticket number which you can use to track the progress and responses online.

For your reference we provide complete archives and history of all your support requests.

[Ticket Status](#) [Open a Ticket](#)

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.

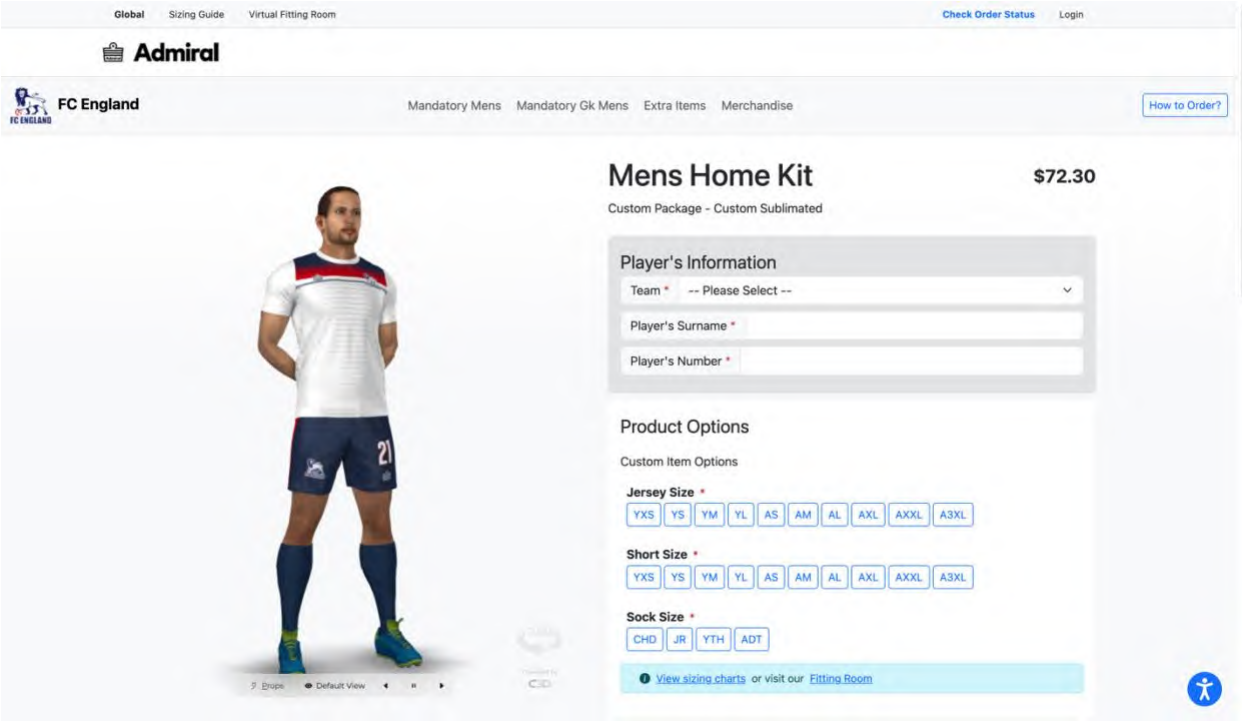
HOW TO ORDER ONLINE

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 Mandatory Men’s or Mandatory Women’s Package. 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.

Global Sizing Guide Virtual Fitting Room [Check Order Status](#) [Login](#)

Admiral

FC England Mandatory Mens Mandatory Gk Mens Extra Items Merchandise [How to Order?](#)

Mens Home Kit

Custom Package - Custom Sublimated

\$72.30

Player's Information

Team * -- Please Select --

Player's B05

Player's B06

Player's B07

Player's B08

Player's B09

Player's B10

Player's B11

Product

Custom Item Options

Jersey Size *

Short Size *

Sock Size *

STEP 3: Then select your player’s name.
Your player number will automatically populate.

Global Sizing Guide Virtual Fitting Room [Check Order Status](#) [Login](#)

Admiral

FC England Mandatory Mens Mandatory Gk Mens Extra Items Merchandise [How to Order?](#)

Mens Home Kit

Custom Package - Custom Sublimated

\$72.30

Player's Information

Team * B07

Player's -- Please Select --

Player's AGAWA, Yasuyuki

Player's BOONE, Michael

Player's COHEN, Zachary

Player's FISCHER, Bennett

Player's GARCIA, Oscar

Player's GETHIN, Senny

Player's KC, Siddarth

Player's KIM, JT

Player's KOMLOS, Will

Player's MINKER, Ethan

Player's POLINOVSKY, Greger

Player's POPKIN, Orlando

Player's RIVERA, Ozzy

Player's SCHLEPP, Nathan

Player's ZEITLIN, Khaelan

Product

Custom Item Options

Jersey Size *

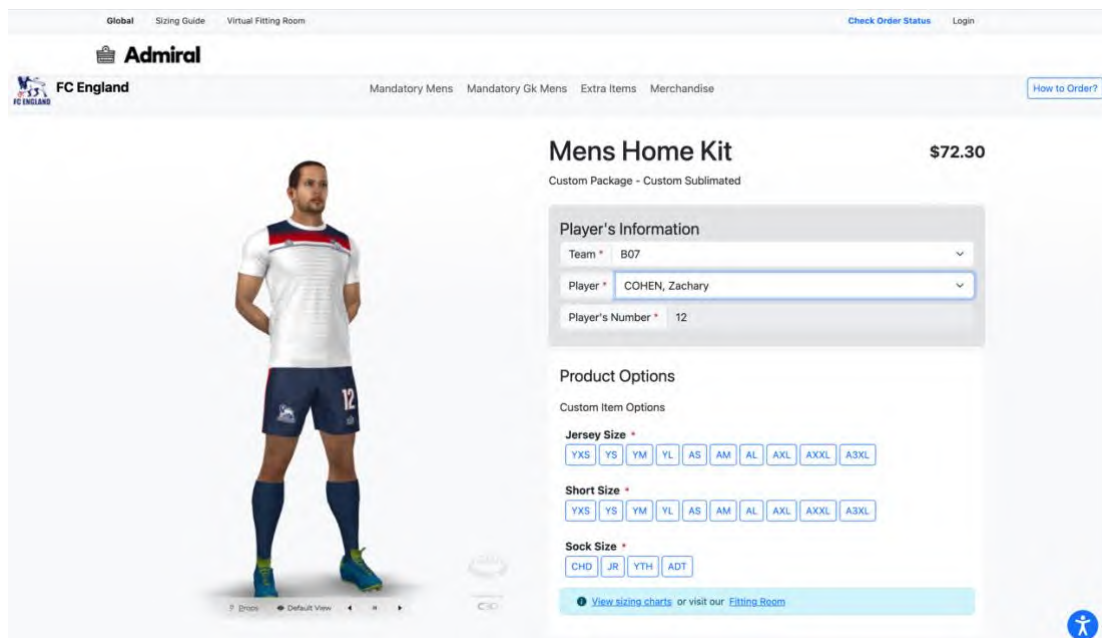
Short Size *

Sock Size *

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.



Global Sizing Guide Virtual Fitting Room [Check Order Status](#) [Login](#)

Admiral

FC England Mandatory Mens Mandatory Gk Mens Extra Items Merchandise [How to Order?](#)

Mens Home Kit

Custom Package - Custom Sublimated \$72.30

Player's Information

Team * B07

Player * COHEN, Zachary

Player's Number * 12

Product Options

Custom Item Options

Jersey Size *

YXS YS YM YL AS AM AL AXL AXXL A3XL

Short Size *

YXS YS YM YL AS AM AL AXL AXXL A3XL

Sock Size *

CHD JR YTH ADT

[View sizing charts](#) or visit our [Fitting Room](#)

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.

Jersey Size *

YXS YS YM YL AS AM AL AXL AXXL A3XL

Short Size *

YXS YS YM YL AS AM AL AXL AXXL A3XL

Sock Size *


CHD JR YTH ADT

[View sizing charts](#) or visit our [Fitting Room](#)

The **fitting room** 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.

Admiral Sports

FITTING ROOM



Please select your measurements
or check our [classic table charts here](#)


Chest measure **39"**


Waist measure **34"**

Shoe Size (US) **Male 10+ / Female 11+"**

Slide to your shoe size (US size):

Drag the sliders out to your chest, waist and shoe measurements.

 If you are on the high side of any size range, you may elect to move up one size if you like your garments to fit loose. Admiral garments are modern cuts which mean that they are more fitted to the body than older traditional sports shirts.

 If the waist measurement is TWO OR MORE sizes larger than the chest measurement, we recommend buying the larger size for both top and bottom. Example: 31" chest, 36" waist suggests a YL top and AM bottom. We recommend that you buy AM for both top and bottom although the best method for sizing is to go to your club and try on the sizing samples that they have to ensure you order the correct size.

Recommended for you

Mens/Womens Shape Jersey/Jacket
[Info](#)
AM

Mens Shorts/Pants
AM

Women's cut Shorts
[Info](#)
WM

Socks Size (Tourney II)
ADULT

Socks Size (Premier)
ADULT

STEP 5: Add to cart


Product Options

Custom Item Options

Jersey Size *
 YXS YS YM YL AS **AM** AL AXL AXXL A3XL

Short Size *
 YXS YS YM YL AS **AM** AL AXL AXXL A3XL

Sock Size *
 CHD JR YTH **ADT**

 [View sizing charts](#) or visit our [Fitting Room](#)

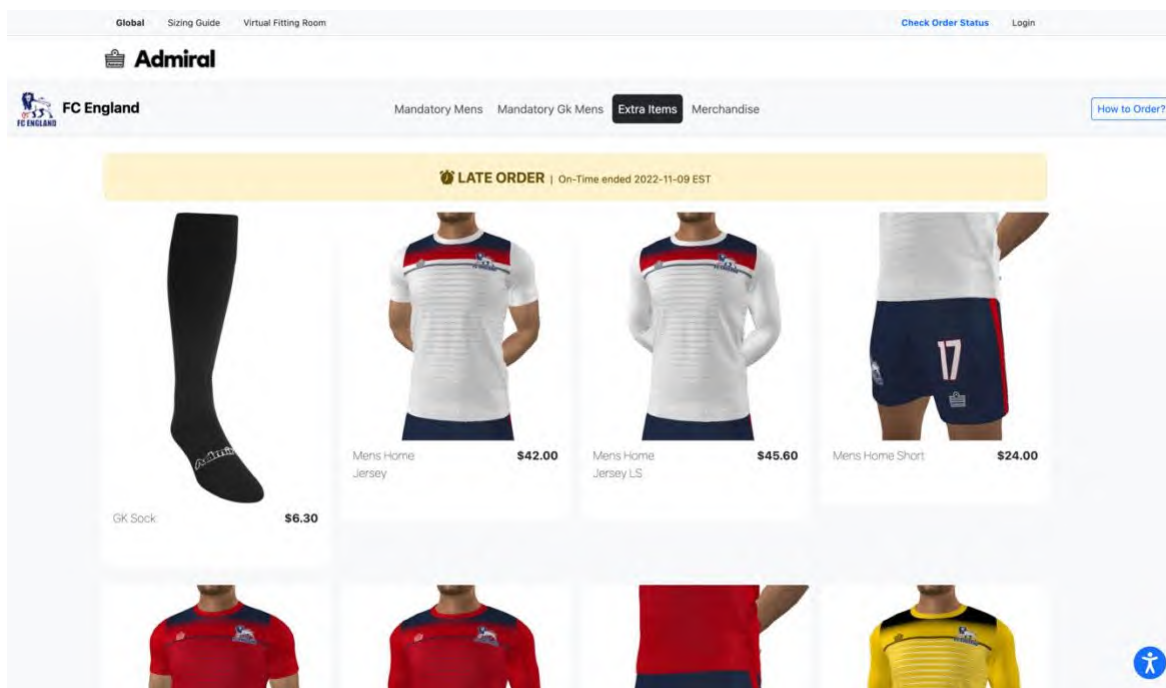
\$72.30

Quantity 1

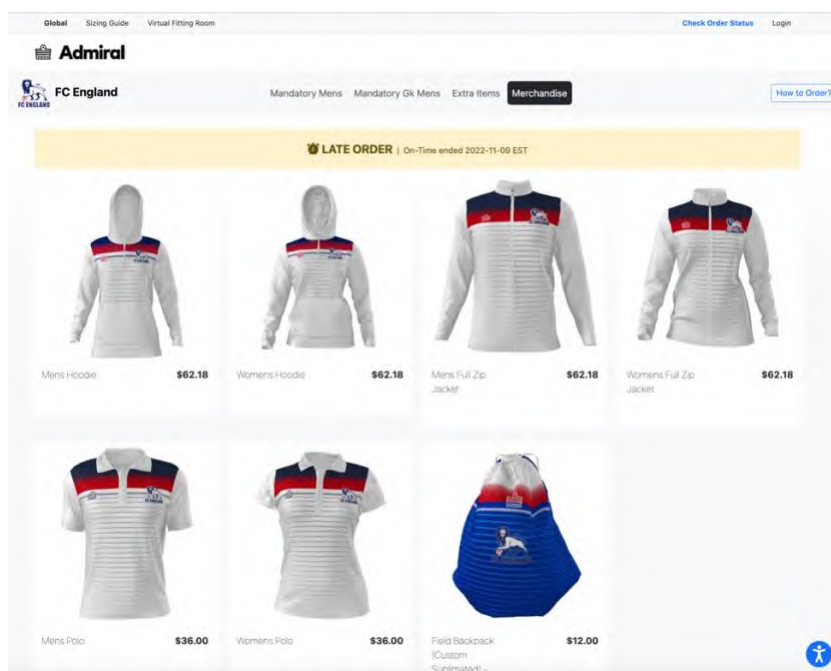
Add to Cart



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.

The screenshot shows the Admiral FC England checkout page. The top navigation bar includes links for Global, Sizing Guide, Virtual Fitting Room, Check Order Status, and Login. The Admiral logo is prominently displayed, along with a shopping cart icon showing 1 item and a Checkout button. Below the logo, there are links for Mandatory Mens, Mandatory GK Mens, Extra Items, and Merchandise, along with a How to Order? link.

The main content area is titled "Checkout Progress" and lists the steps: 1. Billing Address, 2. Shipping Address, 3. Shipping Method, and 4. Payment Method. A "Discount Codes" section allows users to enter a coupon code and apply it.

The "Checkout Method" section offers two options: "Checkout as a Guest or Register" and "Login". The "Register" option includes a "Register and save time!" section with benefits like fast checkout and access to order history. The "Login" option includes a "Already registered?" section with fields for email address and password, and a "Forgot your password?" link.

The "Billing Information" section is the current step, showing fields for First Name (Paul), Last Name (Hamburger), Company (Admiral Sports), Address (2628 NE 2nd Avenue), City (Miami), Country (United States), State/Province (Florida), Zip/Postal Code (33137), Telephone (1 888 646 6822), and Fax. A note states: "NOTE: UPS cannot deliver to an shipping address where a Post Office Box number is provided. Please provide a Street Address for delivery." The "Ship to this address" option is selected, and a "Continue" button is visible.

STEP 9: BILLING & SHIPPING INFORMATION

The screenshot shows the Admiral checkout page. The top navigation bar includes links for Global, Sizing Guide, Virtual Fitting Room, Check Order Status, My Account, and Logout. The Admiral logo is on the left, and a shopping cart icon with '1 Item' and a 'Checkout' button are on the right. Below the navigation bar, the 'FC England' logo is on the left, and links for Mandatory Mens, Mandatory Gk Mens, Extra Items, and Merchandise are on the right. A 'How to Order?' link is also present.

The main content area is divided into two columns. The left column, titled 'Checkout Progress', shows a list of steps: 1 Billing Address, 2 Shipping Address, 3 Shipping Method, and 4 Payment Method. The right column shows the details for the selected step, '2 Shipping Information'. The details include: First Name (Paul), Last Name (Hamburger), Company (Admiral Sports), Address (2628 NE 2nd Avenue), City (Miami), Country (United States), State/Province (Florida), Zip/Postal Code (33137), Telephone (1 888 646 6822), and Fax. There is a 'Use Billing Address' checkbox and a 'Required Fields' section. At the bottom of the right column are 'Back' and 'Continue' buttons.

The left column also includes a 'Discount Codes' section with a text input field for a coupon code and an 'Apply Coupon' button.

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.

The screenshot shows the Admiral checkout page, now at Step 10: Payment Information. The top navigation bar and the left sidebar are the same as in the previous screenshot. The right column shows the details for the selected step, '4 Payment Information'. The details include: Credit Card (selected), Credit Card Type (--Please Select--), Credit Card Number, Expiration Date (Month and Year), and Card Verification Number. There is a 'What is this?' link next to the Card Verification Number field. At the bottom of the right column are 'Back' and 'Continue' buttons.

The left column is the same as in the previous screenshot, but the 'Shipping Method' step is now selected, showing 'Select Shipping Method - UPS Worldwide \$26.26'.

STEP 11: ORDER REVIEW - Check and confirm your order

Global Sizing Guide Virtual Fitting Room [Check Order Status](#) [My Account](#) [Logout](#)

Admiral

Paul Hamburger
Admiral Sports
2628 NE 2nd Avenue
Miami, Florida, 33137
United States
T: 1 888 646 6822

1 Shipping Method [Change](#)
Select Shipping Method - UPS
Worldwide \$26.26

2 Payment Method [Change](#)
Credit Card
Credit Card Type: Visa
Credit Card Number: xxxx-4761

Discount Codes
Enter your coupon code if you have one.
Coupon Code
[Apply Coupon](#)

5 Order Review

Product Name	Price	Qty	Subtotal
Mens Home Kit <small>Details: Mens Home Kit [FC England] #123057#1807(COHEN, Zachar ... view all</small>	\$72.30	1	\$72.30
Subtotal			\$72.30
Shipping & Handling (Select Shipping Method - UPS Worldwide)			\$26.26
Tax			\$6.90
Grand Total			\$105.46

Checkout Terms

- Art Approval:** Clubs must confirm approved final artwork prior to production commencing.
- Shipping:** Once manufactured in the times detailed above, product is shipped. Shipping is via UPS, the delivery time is based on the shipping method you choose and pay for.
- Cancellations:** Orders cannot be cancelled once confirmed online, via phone or in writing.
- Returns:** We accept returns of non custom, non embellished product within 14 days of delivery. We do not refund or exchange customized, worn or laundered items.
- Normal wear & tear:** All equipment may need replacement after a season of play due to normal wear and tear, this is normal and expected. Normal wear and tear will begin to show within the first few uses. These occurrences are common and not indicative of an item's defectiveness (poor workmanship or materials).
- Availability:** no manufacturer can guarantee availability of every product, size and color at all times. Balls, bags, outerwear and accessories are subject to availability.
- Color matching:** We can not guarantee a perfect color match from order to order or from one fabric (jersey,short, sock, jacket) to another or from one sublimated custom garment to another or to a inline, in stock product.
- Care instructions:** Admiral will not accept responsibility for damage to product where care instructions are not followed.
 - Turn the product inside out** - before putting it into the washer. This will help protect any names, numbers or patches.
 - Pre-soaking may be necessary** in getting items clean. Rinse off items to remove as much loose dirt and mud as possible.
 - NEVER use chlorine or bleach** on items, it is not effective for polyester fabrics and can even damage the material.
 - It is best not to wash items with other clothes.**
 - Wash in cold water.** Never use hot water this can damage lettering and numbers. Hot water will set stains making them harder to remove.
 - Never put apparel in a dryer,** lay flat and hang dry. High heat causes shrinking, sets in stains and fades colors.
- Note** this youtube video on how to apply crests locally: [watch here](#)
- Sizing guide:** Pro Fit jerseys are designed differently to Standard Fit jerseys. The Pro Fit is a more modern athletic cut with narrower shoulders, shorter sleeves and smaller arm holes. It is ~1½" shorter than the Standard Fit and the chest is ~¼" smaller. Use sizing samples for the most accuracy & don't rely on previous uniforms for sizing. The online "[Sizing guide](#)" is only a guide it is your decision whether to "size up" for a "looser" fit on items.
- The images of players used herein are for editorial purposes only. Nothing contained therein is either an implied or explicit endorsement of Admiral or any of its products. Information is correct at time of publication &OE.
- We are open Monday to Saturday 8am-5pm EST. To order by phone call Admiral toll free on 888.646.6822. To order by email: orders@admiral-sports.com. For customer service questions e-mail: customerservice@admiral-sports.com Or shop online at www.admiral-sports.com**

I've read and accept these terms.

Forgot an item? [Edit Your Cart](#)

[Place 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.



**“Thank you for taking the time to read this document.
By adding your name and checking this box, you confirm
that you have read and understand how to help Admiral properly
service you. Please let us know if you have any questions.”**

Name & Surname

E-mail

I confirm that I have read and understood the information provided by Admiral.



**WORN BY CHAMPIONS
SINCE 1914**

For more information, visit us www.admiral-sports.com
or call us toll free 888.646.6822