



# **UNIFORM ORDERING PROCESS - FAQ'S**



## **EWING SPORTS UNIFORM FAQs**

**Q. *How do players order a uniform kit?***

**A. All uniform kits must be purchased online through our official supplier, Ewing Sports. The online ordering system allows families to place their order directly with Ewing Sports and have their uniform kit(s) shipped right to their home. Families will be prompted to purchase the mandatory kit along with optional items. They will also have the ability to purchase Fanwear items at this time.**



## **EWING SPORTS UNIFORM FAQs (cont.)**

**Q. *How will I know when I can place my order?***

**A. Please place your order as soon as you receive the Ewing Sports ordering link. Once tryouts are complete and rosters are finalized, Randolph SC will provide official rosters to Ewing Sports. A Welcome email will be generated and sent to the email address you provided Randolph SC. If you don't receive the email, please check your spam folder or contact [teamhq@ewingsports.com](mailto:teamhq@ewingsports.com) so they can resend the Welcome email.**





## **EWING SPORTS UNIFORM FAQs (cont.)**

**Q. *What happens if I can't add items to my cart?***

**A. If you are having problems adding items to your cart, please try signing out and signing back in or simply refresh your page. Also, always keep your operating system and browser updated to the latest version available to improve the operation of your computer.**

- **Supported operating systems include: Windows 10, Windows 7, Mac OS X, Linux.**
- **Supported browsers include: Microsoft Edge, Internet Explorer 10, Firefox 42, Safari 10, Chrome 32 or newer versions of these browsers.**
- **Mobile Devices: Unfortunately due to the intricate custom service of our website, it is not mobile friendly and all orders must be placed on a computer.**



## | EWING SPORTS UNIFORM FAQs (cont.)

**Q. *Is there an ordering deadline?***

**A. There is no deadline date for ordering your players uniform. It is highly recommended that you place your order as soon as possible to ensure that your order will be completed on time for the start of your players's season. The Ewing Sports website is open 24/7, 365 if you need to place any additional orders for extra uniform items or fanwear.**





## **EWING SPORTS UNIFORM FAQs (cont.)**

***Q. How is the travel uniform paid for?***

**A. Each family will pay Ewing Sports directly for their players uniform kit by credit or debit card. All orders must be placed online through the ordering website.**

***Q. Does my player need to order the optional items?***

**A. Optional items are not required.**



# EWING SPORTS UNIFORM FAQs (cont.)

**Q. *How will my order be delivered?***

**A.** When you are ready to check out, you will enter your shipping information. You will have the option to have your order shipped FedEx SmartPost (Delivers Monday - Friday), which is an alliance between FedEx and USPS, where FedEx picks up the shipment from Ewing Sports and delivers the shipment to the local Post Office, then USPS delivers to the residence. The other option is FedEx Home Delivery, which delivers Tuesday - Saturday.

## FedEx® Transit Times / Shipping Policy



FEDEX® HOME GROUND DELIVERY  
(DELIVERS TUESDAY - SATURDAY)

TRANSIT:

- 1 DAY
- 2 DAYS
- 3 DAYS
- 4 DAYS
- 5 DAYS



FEDEX® SMARTPOST  
(DELIVERS MONDAY - FRIDAY)

TRANSIT:

- 3-4 DAYS
- 5-6 DAYS
- 7+ DAYS





## **EWING SPORTS UNIFORM FAQs (cont.)**

**Q. *How many times can I order?***

**A. Once you have received your email link to the Ewing Sports website, you can use it to place future orders for additional socks, to replace lost shorts or jerseys, and to order Optional or Fanwear items. You can also just go directly to [www.ewingsports.com](http://www.ewingsports.com) and sign-in using your existing log-in/password.**





## | EWING SPORTS UNIFORM FAQs (cont.)

**Q. *What happens if I order the incorrect size?***

**A. Once an item is customized with a logo or number, it can not be returned or exchanged. Items with no printing such as socks and shorts, can be exchanged or returned within 60 days as long as the packaging and tags are still intact. The customer is responsible for covering the freight costs.**