

Single Player Online Customer Issue Help

Customer Issue	Account Manager Answer/Resolution
What # do I call if I have a question?	1-877-308-7989
Can I use a source code on my order	Source codes are valid on your playerPASS order.
Images aren't appearing on my site, what should I do?	1. Try refreshing your browser first. If that doesn't work, it's possible that the items haven't been created for your specific player yet. That takes 48 hours from the time your team manager enters the roster into our system.
I didn't get the email	Please check your SPAM filter and add custserv@sportsendeavors.com to your safe list so that you receive future emails. If it isn't there, please give your name, team name, club name and email address to the customer service rep and they will be able to resend your invitation.
Can I order shoes, shin guards, balls, or other items from soccer.com when I place my club uniform order?	Yes, you may shop the entire soccer.com site and add shoes, socks, replica jerseys, etc. to your order.
I have two players on two different teams, do I need to place 2 different orders?	No, the online ordering system allows you to place both orders at the same time by finding your child's team on the left hand side of the screen. You can then drill down to your last name and order that product by adding it to the gear bag.
I have a keeper in the club. I want to order the game jersey's and primary shorts in addition to the keeper kit.	Every player, even as a keeper, will have the choice of ordering the game jersey as well. This will be in your players specific section.
Will there be a sizing chart specific to the uniform?	The sizing chart available is a generic sizing chart. It can be found at: http://www.soccer.com/channels/about.php?story=sizing. We recommend that clubs order sample sizes in order to get accurate sizing. Please note that some brands do not have youth sizes for women's product.
How do I order Optional items	Optional items can be found in the main landing page as well as by choosing "Optional" on the left hand menu. You can then add those items to your gear bag to purchase.
Can I order more then one jersey, short or sock?	You can order as many items as you would like. There are no maximums.
Do I need to order all of the required items?	Yes, the club has specified what is required for each player by age group. The club requests that you order all product at the same time.
What is my shipping charge?	Shipping can be found at: http://www.soccer.com/channels/policies.php
Can I use a gift card on my club order?	yes, you may use up to 2 gift cards on your order.
What # is my child supposed to wear?	The email that was sent out by soccer.com gives your player #. If you can not find that email, try searching by your last name in the search tool on soccer.com.
I want a different #	#'s are assigned by the club and must be changed by the club. Please contact your club administrator.
How do I go back and order more product?	If you go to soccer.com, there should be a club link in the top right hand corner. You can click on that link to go to your club product. If they link does not show up, you should go to the email that was sent with your player uniform information and click that link.
I want a jersey without a player #	All jerseys and t-shirts require a # at this time. You may choose to buy the jersey at full retail without customization by searching regular soccer.com
How many packages will I receive	Your shipment is put into several ship groups. Your first group will be your non-customized product, such as socks, shoes, balls, etc. Your next shipment will be your customized gear, such as jerseys. Finally, if you have anything with embroidery, like a backpack, then that will ship 3rd. All shipments will also include a packing slip with what is in the package as well as an email confirmation.
My size isn't available	Your item is either on backorder or no longer available. If it is on backorder, a backorder date will appear when you choose the size. If the size you want is not showing as available, then we are not expecting any more in and you will need to choose a different size.
When will my order arrive?	You will receive an email confirmation with an expected ship date for your order.
I only received my non customized product	To get your non-customized items to you faster, we have shipped them separately at no additional cost to you. Your customized items will be coming in a separate shipment. If you ordered items with embroidery, like a backpack or jacket it will most likely come in a separate package as well.
Do I get an additional goal club discount on my club product	You will only receive goal club discounts on non club items. For example, if you are a goal club member and you buy a pair of shoes that aren't part of the club's required purchase items, you will receive the goal club discount
Do I get goal club points for my order?	Yes, the customer received points based on their entire order including templated and non templated items
Can I use goal club points to order my uniforms?	Goal club points can not be used to order customized items but can be used to order other items on your club list, such as socks.