



Frequently Asked Questions – USTA Jr. Team Tennis Uniform

General Information

What is the price of the team uniform? The NIKE high performance Dri-fit uniform is \$11.50 (includes shipping and applicable tax).

Who picks the team uniform and how do I do that? Team coaches/managers pick the color of the team uniform when creating the team. There are 5 color options and the coach/manager determines the shipping address. Team coaches/managers usually use their home address.

How are uniform shirts shipped? Uniform shirts are typically shipped UPS Ground and every attempt is made to ship an entire team order together. Players should be encouraged to register as soon as possible so uniforms are received on time.

Coaches / Managers / Program Coordinators

How do I select the team color? Within *team creation or creating a team*, the system will lead you through the instructions how to select the team color and indicate where orders should be shipped. If you do not select a uniform color prior to the 10 days deadline, the system will auto select a default color to ensure timely receipt. Once chosen and the order placed with Tennis Warehouse, color changes are not available.

As a team coach/manager, can I order a team uniform? Yes. Captains/managers and co-captains have the option to purchase the team uniform (a total of 2). Within *team creation*, there are detailed instructions. Purchased uniforms will be included in the shipment received.

What is the cost for a team coach/manager or co-captain uniform? The NIKE high performance Dri-fit uniform is \$10.00 (plus shipping, applicable tax, and processing fees).

How do I track a team order? Tennis Warehouse will provide a tracking number via email to the email address provided in the set up area. Orders are being sent to Tennis Warehouse 10 days prior to the flight start date so it is a good idea to get all your players to register well in advance to receive the team uniform on time.

What if I change my season start dates? Changing start dates after players have register for the program or team will affect the ability to change the uniform color. Remember, the order is sent 10 days prior to the flight start date so if changes are made the system will select the default color if not chosen in advance.

When will the team order be shipped? Program Coordinators decide the season start date. Uniform orders will be sent to Tennis Warehouse 10 days prior to the flight start date. Once received, the team order will be "picked" and shipped to the address associated with the team. It is recommended to set an early registration deadline to encourage players to register so uniforms are received as soon as possible.

When I receive an order how do I know which players receive the uniforms? You will receive a packing invoice from Tennis Warehouse indicating what is in the shipment. To see which players should receive a uniform from the shipment, pull up the player roster in TennisLink associated with the team you coach/manage. In the column to the right, it will indicate the date in which the uniform order was placed with Tennis Warehouse and sizing information. Match that date with the received shipment and you will be able to determine which players should receive the uniform. If you are a coach for multiple teams, you will need to know which team color you selected per team, the number of players per team, and the start of the season.

Does my team have to order a uniform? Yes. The team uniform is part of the national league and will be ordered in every registration. You, as team coach/manager, pick the desired team shirt color prior to player registrations.

Players

How do I pick my uniform size and pay for it? When registering for an eligible program, the system will give you a drop down option to select your size. There is a link explaining sizing. After selecting your size, click the "proceed to checkout" button and that will bring you to the standard payment page. The price is bundled into your registration.

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Do I get a team uniform with every registration? Yes. As part of the national league, every time you register for a team you will receive the team selected uniform.

When will I receive my uniform? When you receive your uniform depends on when the team coach/manager set the league start date. The uniforms will be shipped to your team coach so check with him/her.

What if I receive the wrong size? If the error is Tennis Warehouse's, you can exchange the uniform for no additional cost. Contact Tennis Warehouse at [1-888-466-1188](tel:1-888-466-1188). However, if the error is due to an improper selection, no exchange will be honored.

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