



MY TEAM SHOP FREQUENTLY ASKED QUESTIONS

- NO ITEMS WILL SHIP UNTIL THE SHOP CLOSES.
- ALL ITEMS WILL SHIP TO THE SCHOOL TO THE ATTENTION OF THE TEAM COORDINATOR.
- ALL ITEMS ON THE SHOP HAVE BEEN CHOSEN BY THE COACH OR THE TEAM COORDINATOR.
- PLEASE CAREFULLY READ THE PRODUCT DESCRIPTION. YOUTH, WOMEN'S AND ADULT MEN WILL BE MARKED ACCORDINGLY. **IF A SIZE OR COLOR IS NOT MARKED, IT WAS NOT AVAILABLE FROM THE MANUFACTURER**
- ONCE THE SHOP CLOSES, DECORATED ITEMS WILL SHIP TO THE DECORATORS AND BLANK, NON DECORATED ITEMS, WILL SHIP TO THE BSN KNOXVILLE OFFICES. ONCE THE DECORATED ITEMS HAVE BEEN COMPLETED, ALL ITEMS ORDERED WILL BE INDIVIDUALLY BAGGED AND SHIPPED TO YOUR TEAM COORDINATOR FOR DISTRIBUTION. PLEASE ALLOW 10-14 BUSINESS DAYS, ONCE THE SHOP CLOSES TO RECEIVE THESE.
- IF YOU HAVE A PROBLEM OR ISSUE WITH YOUR ORDER, PLEASE SHARE THIS INFORMATION WITH YOUR TEAM COORDINATOR WHO WILL CONTACT YOUR SALES PRO AND WE WILL GLADLY HANDLE ANY ISSUES THRU YOUR TEAM COORDINATOR.
- ***ONCE ITEMS HAVE BEEN DECORATED, MEANING SCREEN PRINTED OR EMBROIDERED, RETURNS OR CREDITS CAN NOT BE ISSUED. PLEASE MAKE SURE YOU HAVE ORDERED THE CORRECT SIZE AND COLOR.***
- CREDIT CARDS WILL BE CHARGED IMMEDIATELY AT THE TIME OF ORDER CHECK OUT ON THE SHOP.
- PLEASE MAKE SURE TO COMPLETE CHECK OUT ON THE SHOP WHICH WILL ENSURE YOUR ORDER HAS BEEN PLACED AND DUPLICATE ORDERS ARE NOT GENERATED. IF YOU PLACE AN ORDER MORE THAN ONCE ON THE MY TEAM SHOP YOUR CREDIT CARD WILL BE CHARGED TWICE.
- PLEASE MAKE SURE TO ORDER DURING THE DATES THAT THE MY TEAM SHOP IS OPEN. PLACING ORDERS AFTER THE SHOP HAS BEEN CLOSED IS VERY DIFFICULT AND MAY RESULT IN DELAY OF YOUR ORDER.

TO ACCESS MY TEAM SHOP

- GO TO www.bsnsports.com
- CLICK ON "MY TEAM SHOP"
- CLICK ON "LOGIN"
- ENTER YOUR ACCESS CODE. THIS ACCESS CODE WILL BE SUPPLIED TO THE TEAM COORDINATOR AND IS CASE SENSITIVE
- MY TEAM SHOP ONLY ACCEPTS VISA OR MASTER CARD AS FORM OF PAYMENT