I'VE PLACED MY ORDER...

NOW WHAT?

- If you provided your email to your local Apparel Rep, you will receive an email confirming that your order has been placed.
- **STOCKABLE** items will ship right away.
  CUSTOM items will ship as soon as they are completed. Be sure to track your order, and if you have an item that does not ship by the anticipated date, contact your local Rep immediately.
- Open all packages as soon as you receive them. Check all sizes and quantities with your sizing spreadsheet. Contact your local Rep immediately with any discrepancies.
- Do not write names directly on any of the items or packaging in case a stockable exchange needs to be made.

PLEASE NOTE: IF YOU WRITE ON ANY PACKAGING OR SHOE BOXES, NO RETURNS OR EXCHANGES CAN BE MADE.

HOW DO I TRACK MY

ORDER?

ONCE AN ORDER IS ENTERED INTO OUR SYSTEM, YOU CAN ACCESS THE STATUS BY VISITING:

WWW.MYVARSITY.COM

1. **LOG INTO YOUR MYVARSITY ACCOUNT**
2. **UNDER "MY FASHION ORDERS"**
   CLICK "TRACK ORDER"

YOU WILL BE ABLE TO SEE WHEN YOUR ORDER IS EXPECTED TO SHIP, WHEN IT SHIPS AND TRACKING NUMBERS FOR PACKAGES.

HOW TO HANDLE COMMON

ISSUES:

WHAT TO DO IF?

- **YOUR ITEM IS ON BACK-ORDER/SOLD OUT:**
  Don't stress, just contact your local Rep immediately to discuss your options.
- **YOUR NEED BY DATE IS BEFORE YOUR ANTICIPATED SHIP DATE:**
  Be prepared to have an alternative outfit ready. If you're not sure what would work, call your local Rep for suggestions.
- You have not received your practice wear one week before camp:
  Call your local Rep **IMMEDIATELY!**
- **YOU HAVE AN ATHLETE QUIT:**
  Custom Merchandise - Once the order has been placed, no cancellations are possible. Stockable Merchandise - Once received, this merchandise can be returned or exchanged, as long as it is in "new/restockable" condition.
- **YOU ADD A MEMBER TO YOUR TEAM:**
  All additions must be placed as a new order (all minimums apply), will arrive separately, and will have anticipated ship dates based on the date the new order is entered.

HOW DO I

RETURN OR EXCHANGE MERCHANDISE?

VISIT VARSITY.COM/RETURNS:

- All custom/made-to-order or lettered items cannot be returned or exchanged. If there is an error or a defect, your local Apparel Rep must be notified within 60 days of receipt of your items.
- All in stock items may be exchanged or returned within 30 days of receipt of your items.
- Items that have been worn, soiled, laundered, or altered in any way cannot be returned.
- Washing instructions are printed clearly on all garment labels. Items not washed according to our care labels are not returnable.
- Due to health regulations, briefs, bodysuits, tights, and in-stock dancewear may not be returned if the package has been opened.
- We do not give refunds, credits, or exchanges on any item deemed **FINAL SALE**.

*__NOTE:__ Custom items include but are not limited to uniforms, warmups, poms, and practice wear with lettering.