

What kind of products do you offer?

We currently offer over 60,000 products for you to choose from to add to your store! Here is a quick overview of general categories that you can search through:

Performance Tees

- shooter shirts
- dri-fit/sweat-wicking
- cold/warm tech gear
- mostly brand names

Casual Tees

- everyday tees
- cotton and cotton/poly blend options
- more value brands

Hoodies

- pullover and full zip options
- both hooded and crew neck options
- range from heavyweight to lightweight styles

Headwear

- baseball hats
- beanies
- bucket hats
- headbands

Shorts

- range from coaches' chinos and khakis to sport-specific short styles

Pants

- various styles and fits
- range from coaches' chinos and khakis to sweat pants and pajama pants styles

Polos

- both long and short sleeve options
- brand names as well as value brands offered

Footwear

- shoes ranging from sport-specific cleats to regular sneakers and sandals for post/pre playing

Bags

- all types of bags both big and small
- sport-specific bags available as well as general backpacks and cinch bags

Outerwear

- winter coats and vests (heavyweight)
- rain/wind jackets and pants as well as other warm-up suit options of varying weights

Compression

- tops and bottoms both cold/warm gear
- tech fit and padded items
- sport-specific as well as general compression items

Uniforms

- a wide array of items that can be used as pieces to offer a full uniform in your store
- jerseys that are viable for back/sleeve personalization
- sport-specific items (ex. baseball pants, swimwear, kilts) as well as general jerseys and shorts/pants

Equipment

- extra equipment available for purchase for your team
- helmets
- bats
- pads
- gloves
- guards

Accessories

- fan gear items such as:
 - scarves
 - stadium seats
 - blankets and more!
- team gear items like:
 - belts
 - wrist guards
 - socks
 - compression sleeves
- Drinkware
 - Cups, Water bottles, Goblets
- Slides

Infant & Toddler

- tees
- hoodies
- onesies
- shorts
- bibs

*Please note, the decoration method and logo sizing/ placement varies between items. Not all items will be viable for customization or personalization. If you have any questions about a specific product, please feel free to chat and our store specialists would be happy to help.

If I decided to set up a store today, how long before the store is ready to take orders?

Launching a store is instantaneous. A store becomes active as soon as you click "Save and Shop" at the end of the store-building process. Creating a live store that people can purchase from only requires selecting a product and uploading a logo. Simple!

If your logo needs edits or you change the logo applied to products and your store has taken orders, those orders may be affected.

Please don't hesitate to reach out to us if you'd like to confirm that your logo is good to go! You can use the chat bubble in the bottom right-hand corner of your screen to chat and we'd be happy to help with any questions you may have.

How many items could we sell through our store?

There are currently no limits but for an optimal shopping experience for your customers, we suggest between 50-75 items being offered. Each color option of a product will count as 1 item in your store. For example, if you add a red option, a blue option, and a white option of the same shirt to your store, that will count as 3 items in your store.

Overloaded stores tend to push customers away before making a purchase as there are too many choices to look through and these stores take much longer to load.

Do you make other items besides clothing?

We are an apparel-based company dealing with soft goods primarily however we do have vendors we've partnered with to offer drinkware, and slides directly in your store. It's a one-stop shop for your customers.

These specialty items can be added to your store and found under the accessories category.

Do we set the price or is it fixed?

The base price you see for each item in the store builder is a fixed price that includes the cost of 1 logo decoration. However, you do have the option of enabling fundraising on your store which will increase the prices by whichever percentage you choose.

Can my business order from you, or do you only produce gear for sports teams?

We are happy to work with anyone who needs customized apparel! As long as you have a logo (or the beginnings of an idea for one, we have an amazing design team in house that can help to bring it to life!), you can start building your store right away by visiting <https://www.squadlocker.com/> and clicking the "Get Started" button.

What shipping service do you use?

Currently, our shipping providers are:
FedEx
UPS
USPS

Where will my order be shipped?

Orders are shipped directly to the address entered at checkout. Tracking details will be emailed once the order is shipped from our warehouse.

How quickly are the products decorated and shipped out?

All orders are processed as soon as they are placed. 3-5 Day Production indicates our express production items. These orders ship out faster than our standard production as the items are already in our warehouse.

Standard production varies by vendor and an estimated ship date will be calculated at checkout and will be provided in your cart and also on the order confirmation email once the order has been placed.

Items eligible for 3-5 Day Production (express production) are noted on the storefront as well as via the filters for the store. Please note that the order will only be eligible for 3-5 Day Production if ALL items in the cart are available as 3-5

Day Production. If an order contains both regular items and 3-5 Day Production (express) items, the entire order must be handled as a regular order.

We cannot split shipments. But you may opt to make separate purchases to receive your 3-5 Day Production (express) items faster.

Once your order is shipped out of our warehouse, an email will be sent to you with the packing list and tracking number.

Please be sure to check your spam or junk mail folder if you don't see this message in your regular inbox.

How much is shipping?

We offer three methods of shipping - Standard, Priority, and Express. Standard Shipping is \$9.95*, Priority is \$15.95* and Express Shipping is \$24.95*. (*Subject to change)

Transit times are after the order has left our warehouse, based on the estimated ship date provided at checkout.

Standard has an estimated transit time of 5-10 business days after leaving our warehouse. Priority has an estimated transit time of 3-5 business days after leaving our warehouse. Express has an estimated transit time of 2-3 business days after leaving our warehouse.

Will I be notified that my order has shipped?

Yes! Once your order is shipped, you will receive an email with an electronic packing slip and tracking details. If you believe your order should have shipped but you did not receive the email, please contact a member of Customer Experience who will provide you with the tracking information.

Email- support@squadlocker.com

Do you ship outside of the US?

SquadLocker currently only ships to the US and Canada but we're working hard to make a worldwide delivery possible. At this time, Canadian customers are charged duties and taxes for orders shipping into Canada. The customers are responsible for these charges directly. We also ship to Puerto Rico, however there is a longer delivery window for non-US countries since the order still has to go through customs which can take up to 10 days. Additionally, orders going to Alaska or Hawaii will take an estimated 3 weeks from the initial ship date to get to you.

What is 3-5 Day Production (express production)?

3-5 Day Production (express production) is simple - if an item is already in stock in our warehouse shelves, we're able to start production earlier, and get it out the door a few days faster! In-stock items are marked with the 3-5 Day Production icon. Note that 3-5 Day Production does not include shipping time.

Our inventory is constantly in flux, so we can't guarantee that all items, sizes, and colors will be available for 3-5 Day Production so look out for the icon in store.

We can ship orders earlier if the order contains ONLY items that qualify for 3-5 Day Production. If an order contains both regular items and 3-5 Day (express) Production items, the entire order must be handled as a regular order. We cannot split shipments

You may consider creating 2 orders if you wish to take advantage of 3-5 Day Production (express production) items. 3-5 Day Production (express) is available at no extra cost — it's completely free!

How do I receive promotions and updates from SquadLocker?

Store Admins and past customers will automatically receive email notifications from our Marketing Team of current promotions that are running.

New customers can sign up for promotions here.
<https://www.squadlocker.com/promotions>

Site-wide promotions will be displayed at the top of the store page in a blue banner so be sure to check the storefront to see what deals are happening!

You can also follow us on:

Facebook - <https://www.facebook.com/WeLoveTeams>

Instagram - <https://instagram.com/squadlocker?igshid=hxmvukbuyslo>

Twitter - <https://twitter.com/squadlocker?lang=en>

Do you offer gift cards?

Yes! Gift cards may only be used toward the purchase of gear in a SquadLocker store and are available for purchase from your storefront or by using this link: <https://teamlocker.squadlocker.com/#/gift-card>

Things you should know before purchasing a Gift Card:

- Gift Cards are non-refundable
- Gift Cards can be purchased for personal use or on behalf of someone else
- Gift Cards do not expire
- Gift Cards must be purchased separately from SquadLocker goods
- SquadLocker promotional discounts may not be used to purchase a Gift Card
- Gift Cards can be redeemed in any SquadLocker store
- Gift Cards can be applied to the cost of shipping
- Gift Cards can be purchased in denomination amounts of \$25, \$50, and \$100 or you can choose the amount manually up to \$1,000
- You may only purchase up to 100 Gift Cards at a time
- Gift Cards can be downloaded as a PDF or emailed to one recipient
- If you purchase more than one Gift Card at a time, all Gift Cards will be sent to a single email for distribution
- Multiple Gift Cards can be applied to a single SquadLocker order
- A Gift Card may be used with a promotional discount at checkout when purchasing gear from a SquadLocker store
- If the order total is less than the Gift Card balance, no other payment information is required at check out
- If the order total is less than the Gift Card balance, the Gift Card balance can be used toward your next order
- Any order total that exceeds the Gift Card balance will need to pay with a credit card
- You may check the balance on your Gift Card here: <https://teamlocker.squadlocker.com/#/gift-card>
- Scroll to the bottom of the page to the "Check your Gift Card balance" red link
- Enter your Gift Card code and click the "Check Balance" button

- If a Gift Card and a credit card were used to place a SquadLocker order and a refund is requested, the refund will go to the Gift Card first and the balance will go to the credit card used second
- A confirmation email will be sent with a breakdown of the refund details in that case for your records
- Gift Cards must be presented at the time of purchase. SquadLocker is not responsible for lost, stolen, damaged cards or unauthorized use. This Gift Card is non-transferable and cannot be redeemed for cash

SquadLocker Gift Cards may be purchased here:
<https://teamlocker.squadlocker.com/#/gift-card>

Do you offer a military discount?

SquadLocker is happy to provide a discount to our military and their immediate family members. All we ask for is verification through the website ID.me, as we cannot accept a scan/copy/photo of your military ID. The verification doesn't share any of your personal information with us, just confirms you or someone in your home is/was in the military.

Once you have your verification, please email it to support@squadlocker.com with the subject Military Discount and we can review and send you a coupon code to use on your order!

Customization vs Personalization

Any item in a store that appears with a team logo on it is customized as we add the team logo on to the blank item. As our return policy states, "Customized items have been made specifically for you. For this reason, customized items cannot be returned for reasons other than defects in materials or decoration."

Personalized items are those that you have chosen to add a name and/or number to before adding the item to your cart. Personalization can be added to customized items if the field is visible on the product page at the time of purchase.

Any items without logos on them, such as socks, umbrellas, equipment, etc. fall under the non-customized item category as we have not added any logos or personalization to them. Non-customized items in new condition can be returned for an exchange or refund. All returns or exchanges on non-customized items must be made within 30 days of receipt.

Where is personalization applied?

Personalization location varies by product. The personalization fields below are shown for the item you would like to purchase and have icons specifying where the personalization will be produced. Not all items are eligible for back or sleeve personalization. At this time, you may choose either back personalization or sleeve personalization depending on the particular item.

For sleeve personalization, the name and/or number will be placed on the left sleeve, between the shoulder and the elbow as depicted below.



PERSONALIZATION FOR THIS ITEM WILL BE PRINTED IN WHITE

PLAYER NAME

PLAYER NUMBER

+ \$9.95

+ \$9.95

For back personalization, the sizes are as follows:

Numbers:

Youth XS-L: 6" tall
Youth XL- Adult 3XL: 8" tall

Name:

Youth XS-L: 9" wide by 2" tall (whichever dimension is reached first will determine the final size)
Youth XL- Adult 3XL: 11 inches wide by 2 inches tall (whichever dimension is reached first will determine the final size)

Name & Number

Youth XS-L: the space between the bottom of the name and the top of the number is 2"
XL and larger: the space between the bottom of the name and the top of the number is 2.5"

For sleeve personalization, the sizes are as follows:

Name only - 0.5" tall

Number only - 2" tall

Name & number - 0.5" tall for name and 1.5" tall for number

Personalization will be produced in the same manner as the logo on the product. So, if the logo is printed, the personalization will also be printed. Personalization color is notated on the product page as well.

I enabled fundraising on my store. How does this work?

If you enabled fundraising, good for you! Woohoo! Easy money for your program! Our store builder automatically adjusts the price of each item according to the percentage of fundraising you select to receive: 5%, 10% or 15%

As your store takes orders, the Store Owner will have visibility into the Fundraising Dashboard to view Pending and Available funds. Once your Available funds reach the minimum requirement, you'll be able to request a payout right from that dashboard! Total funds available are a sum of funds raised by individual items, not a percentage of total revenue.

During the payout request process, you will be asked to enter a new payout recipient for the check to be mailed to, who the check will be made payable to, and the address of where the check will be sent. You will be asked to make sure that everything looks good and then you will be shown a confirmation of the info you entered.

Our accounting team expects to have checks processed and cut once a week. It will take about 2 weeks to receive your fundraising check after requesting the payout.

* Please note fundraising is calculated on the base price of the item. Site-wide sales and coupon codes will lessen the fundraising payout. Personalization, shipping charges, and custom products are not included in the fundraising calculations.

If I set up a store, do I get any of the money from the orders?

We do offer a fundraising option for your store! You can select a percentage (5-15%) when you build your store. Our store builder automatically adjusts the price of each item according to the percentage of fundraising you select to receive.

Fundraising is applied store-wide, meaning to EVERY product (except custom items). At this time, we are not able to choose specific products to apply fundraising to but our engineering team is working on making this functionality a reality!

For example, if you chose a 10% fundraising rebate, a \$40 Hoodie will sell in the store for \$44. Once your store has an available balance that is higher than the minimum requirement for a payout, you'll be able to request that payout right through your Fundraising Dashboard!

What happens during the fundraising payout request process?

During the payout request process, you will be asked to enter a new payout recipient for the check to be mailed to, who the check will be made payable to and the address of where the check will be sent. You will be asked to make sure that everything looks good and then you will be shown a confirmation of the info you entered.

As your payout requests are completed, you will have the option to choose from any previously created recipients for any future payouts! Each payout request will have the option to enter a new recipient if needed.

How long will it take to receive my check after requesting it?

Our accounting team expects to have fundraising checks processed and cut once a week. It will take about 2 weeks to receive your fundraising check after requesting the payout.

Is there any tax liability involved with fundraising through my store?

SquadLocker reports fundraising as "rebate of sales". For more specific tax information, please check with your tax advisor.

Who can access the fundraising area in the dashboard?

Store Owners on a store/organizations are the only people who can view the fundraising section and make changes. Additional Store Managers will not have any access to this page, this is reserved solely for the Store Owner.

Are there any logo guidelines?

Our site accepts PNG or JPG images, if your logo is in another format, please use the green chat bubble for assistance. File sizes should be no smaller than 20KB or 400x400 pixels for the best results in uploading your logos.

Guidelines for Printed Logos

Printed logos generally appear in larger format on apparel such as full-front tees, hoodies, and sweats.

Some helpful tips:

- There is no limit to the number of colors in your printed logo
- Colors must be solid, without any highlights, gradients, or shadows. Because it impacts the quality of the printed product, logos cannot contain the following:

- Highlights
- Gradients
- Glitter or Metallic effects
- Drop shadows
- Photographs, or photograph-like images
- Drawings
- Trademark symbols

*SquadLocker reserves the right to make minor edits to conform to the guidelines above.

Guidelines for Embroidered Logos

Embroidered logos generally appear in smaller format on apparel such as polos, jackets, hats and bags. You are not required to submit two logo versions. SquadLocker will make necessary modifications to your print logo to ensure the highest quality embroidery application.

In addition to the Printed Logo Guidelines above, here are some helpful tips:

- Distinctive colors work best (please provide pantones)
- Small details may be simplified
- Thin lines or multiple lines that are close together may be modified
- Maximum of two outlines around your logo, and one around text
- Text size must be no smaller than 0.25" at actual size of embroidery

SquadLocker's Picks

What is the service?

SquadLocker's Picks is a free service to optimize stores for shopping success. This service includes a selection of the latest apparel, gear, and swag and automatically replaces discontinued items. Stores using this service will always be stocked and ready to shop.

This service also includes special events and seasonal items such as holiday gifts which are removed after events/seasons conclude.

How do I turn off this service?

In the SquadLocker store dashboard click on the Store Details tab. Scroll down to the SquadLocker's Picks section and toggle the option off.

Turning this feature off will remove SquadLocker's Picks from your store and will exclude you from this service in the future.

What if I only want to keep some of the SquadLocker's Picks or colors of items?

If you have specific requests hit the green chat bubble on your storefront or dashboard and a SquadLocker expert can help you with these kinds of requests.

What happens if I turn this back on?

If you choose to turn this service back on items your store will automatically optimize and the SquadLocker's Picks items will be readded. Filter on "SquadLocker Picks" in your store to see what's currently available.

1 GENERAL INFORMATION

SquadGEAR uniforms have no order minimums and ship in **3-5 business days** after your order is placed.

Lead-time breakdown:

- 1 Artwork Mock-ups: 2 business days
- 2 Store Set Up: Up to 7 business days
- 3 Production: 3-5 business days
- 4 Shipping: 3-5 business days

Pricing of each garment is inclusive of all decorations as seen in the mock-up provided by your SquadLocker uniform expert. This also includes personalization.

2 MINIMUM ORDER

No minimums or upcharges for single orders! Direct-to-player, single-unit, and bulk-ordering options are available.

3 ORDER SUBMISSION

- ◆ Custom designs are added to your online store by your SquadLocker uniform expert for easy ordering. Each order is processed individually as received on a single-unit basis. Orders are shipped direct-to-player or home. Once an order is placed, no changes or cancellations are accepted.
- ◆ If you wish to place a bulk order you may do so from the store once it is set up or directly with your SquadLocker uniform expert.

4 ARTWORK

- ◆ Artwork files will be created by the SquadLocker Graphic Design Team based on logos, colors, decoration style, and details provided by the customer.
- ◆ All design elements, artwork, and decoration locations must be specified by the customer to be included in the final mock-up.
- ◆ Designs will be submitted with the assistance of your SquadLocker uniform expert to the SquadLocker Graphic Design Team.

5 GRAPHIC DESIGN SERVICES

- ◆ SquadLocker reserves the right to adjust the size of the decoration proportionally to the garment size.
- ◆ Designs are subject to change to meet production requirements.
- ◆ Any major changes to the design will be reviewed with the customer prior to production.

6 ARTWORK APPROVAL

- ◆ **Any changes requested after the signed mock-up approval will incur a \$250 fee per design/SKU** (for example Adult and Youth sizes each have a distinct SKU).
- ◆ The customer will be provided a PDF proof of the design for approval prior to the items being added to their store
- ◆ All information on the proof in regards to the design, logos, colors, and decoration placement will be considered correct after signed approval is received.
- ◆ Player names will only be included on the jersey if the customer has given name decoration specifications in the mock-up.
- ◆ SquadLocker will acknowledge receipt of approval and confirm lead times. Production and lead time will not begin until a signed mock-up approval is received by SquadLocker.

7 SHORTAGE/CLAIMS

- ◆ Any claims, shortages, or order issues must be reported within 30 days of receipt of goods.

8 ORDER CANCELLATION

- ◆ **No cancellations or changes are accepted after the order is submitted.**

9 COLOR MATCHING

- ◆ We cannot color-match gradients. We print digitally in CMYK and use PMS colors as a guide; therefore the colors are not exact. If you have a color-sensitive project, we highly recommend that you request and order a sample. In the event that you do not, we will match as close as possible to the PMS colors provided but are not responsible for the colors not printed to your liking.

10 GARMENT CARE INSTRUCTIONS

- ◆ Do not dry clean.
- ◆ Do not wash in hot water; Do not use chlorine bleach; Do not wash whites and colors together; Do not dry on HIGH heat.
- ◆ Excessive heat may cause fabric shrinkage and color change.
- ◆ SquadLocker is not responsible for damage made to apparel as a result of improper care.



11 ARTWORK DISCLAIMER

- ◆ SquadLocker wants to work with you to put your designs, artwork, and logos on the products you purchase from SquadLocker. Any such designs which SquadLocker prepares for you ("Artwork"), will be the property of SquadLocker and will remain SquadLocker's intellectual property. You will receive the Artwork only as it appears on goods purchased from SquadLocker and not in any electronic format. We will have the right to use the Artwork for any lawful purpose, including without limitation, for sales and advertising.
- ◆ You represent that you have all the appropriate rights to use Customer Designs which you provide to SquadLocker, and you agree to indemnify and hold harmless SquadLocker for all costs or damages arising from a claim of infringement against SquadLocker related to your Customer Design. SquadLocker may request you provide written proof of your rights to use any third-party logo or trademark prior to SquadLocker using such logos or incorporating such logos into your Artwork. However, whether or not SquadLocker makes any such request does not affect your obligation to indemnify and hold harmless SquadLocker for all costs or damages arising from a claim of infringement against SquadLocker related to your Customer Design.

SHIPPING GUIDE

Shipping options may be limited based on address, and expedited shipping is not available for some locations. Shipping estimates not guaranteed for addresses in Canada, Alaska, and Hawaii.



Standard

\$9.95

Estimated Delivery: 5-10 business days after leaving the warehouse

EXPEDITED SHIPPING OPTIONS AVAILABLE - Get your order faster!



Priority

\$15.95

Estimated Delivery: 3-5 business days after leaving the warehouse

*Priority cannot be combined with free shipping.



Express

\$24.95

Estimated Delivery: 2-3 business days after leaving the warehouse

*Express cannot be combined with free shipping.

Contact us at squadlocker.com