



## NETBALL UNIFORM

### FREQUENTLY ASKED QUESTIONS 2024-25

#### When do I need to order?

There will be six opportunities to order uniform this season, please see the order deadlines and estimated delivery times in the table below.

Order Round	Deadline for Orders	ETA
INITIAL ORDER	Monday, 9 December 2024	Late February 2025
Order 2	Monday, 6 January 2025	Mid March 2025
Order 3	Monday, 10 February 2025	Late April 2025
Order 4	Monday, 10 March 2025	Late May 2025
Order 5	Monday, 14 April 2025	Late June 2025
Order 6	Monday, 12 May 2025	Late July 2025

#### Why do I need to order ahead of time?

Your uniform is custom made and manufactured to order, and the delivery time is 8-9 weeks. We don't keep a full range of stock and sizes on hand and generally only order what the customers order.

#### How do I order?

- Order Online at [thecrickethub.com.au/club-shop-kingborough-tigers-netball](http://thecrickethub.com.au/club-shop-kingborough-tigers-netball)
- In-Store at The Cricket Hub
  - You can also download the order form from the Club Shop and submit it in person with payment

#### What payment methods are accepted?

We accept all major credit cards (Visa, Master Card, American Express) and PayPal.

#### How do I know what size to order?

Please check the size chart information that is available on each product page, or in the Size Charts in the Club Shop. When in doubt, select the larger size as they tend to run small.

Samples are available in-store to try on prior to ordering at The Cricket Hub at the Kingborough Sports Centre. You can also come in and try on the clothing and then either submit and pay for the order in-store, or place an online order at the Club Shop.

### **What if my uniform is larger/smaller than I expected?**

If we have ordered you the wrong size item, we will remake it to your size. If we have ordered the correct size as per your order, we will not be able to accept it for return as we have ordered it especially for you.

### **Which items can I get my name put on to?**

A custom name can be added to the back of the hoodie for a \$15 fee.

### **Can I change my order?**

Orders can be changed up until the deadline for that order round. After this date, no changes, exchanges or refunds are possible.

### **When will I get my order?**

Delivery takes 8-9 weeks from the deadline of the round in which you place your order. For example, if you placed your order on 10 January 2025, it will be included in Order Round 3 and so the ETA is late April 2025. Please check the order schedule for ETAs.

### **How should I collect my order?**

You will be notified by text when your order is ready to collect. The collection site is at The Cricket Hub, which is located at the Kingborough Sports Centre.

### **Can I come in any time to buy what I need?**

We don't keep a full range of stock and sizes on hand and generally only order what the customers order.

### **Can my order be posted to me?**

We do not offer a postage option.

### **Are there any special care instructions for the clothing?**

Anything with Velcro should NOT be washed with fabric softener.

Do not wash the bibs, wipe them down instead.