



## 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. The only exception to this is a small number of essential items that we keep on hand for emergencies and players who join after the season starts, and these are only available from March.

#### How do I order?

- Order Online at [thecrickethub.com.au/club-shop-kingston-blues-netball](https://thecrickethub.com.au/club-shop-kingston-blues-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.

#### What items do I need to purchase?

In general, a playing dress for women and playing top for men, and a training top are required. Please contact your club to determine your uniformed requirements.

### **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?**

#### Custom name with no fee

- TNL playing dress
- Training Tops
- Training Singlet
- Polo Top

#### Custom name for \$15 fee

- Hoodie
- Jumper
- Backpack
- Sports Bag

### **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?**

A limited number of standard-length playing dresses (non-TNL), boy leg shorts, training singlets and long sleeve training tops are held in stock to be sold for late registering players or emergencies from March. Please do not rely on the availability of this stock and place your order before the deadlines.

It's important to note that names cannot be added to the dresses or training tops purchased from this stock.

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

We do not offer a postage option.

### **How can I check if you have an item in stock?**

Please contact us at [uniforms@thecrickethub.com.au](mailto:uniforms@thecrickethub.com.au), come in to have a chat at The Cricket Hub at the Kingborough Sports Centre, or ring us on 03 6229 7863.

Please note that we do not carry stock of any items for casual purchase, except for standard length playing dresses (non-TNL), long sleeve training top, training singlet and boy leg shorts. However, these are only for late registering players or emergencies from March. Please do not rely on the availability of this stock and place your order before the deadlines.

### **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.

### **What happens if I join the club late and miss the pre-season ordering windows?**

If you join the club late, please be sure to get your uniform order in asap.

We keep a limited number of standard-length playing dresses (non-TNL), boy leg shorts, training singlets and long sleeve training tops are held in stock to be sold for late registering players or emergencies. These items are only available from March onwards and cannot have a custom name added. However, please do not rely on the availability of this stock and place your order asap.