MY TEAM SHOP

BSN SPORTS

FREQUENTLY ASKED QUESTIONS

WHEN WILL MY ORDER SHIP?

Once the shop closes, all blank items will ship to the decorator to be printed.
Generally, the decoration process for orders takes approximately 3-4 weeks from the time the Team Shop closes.

CAN I PURCHASE AN ITEM NOT OFFERED ON THE SHOP?

We are unable to add items to individual orders that are not offered on the shop.
The items offered on the shop are carefully chosen by the coach and sales pro based on need and availability.

HOW CAN I TELL IF THE ITEM IS FOR MEN OR WOMEN?

Youth and Women's sizes are listed in the name of the product. If no gender is specified, the item is an adult men's size.
If a specific size is not offered, it was not available.

WHO SHOULD I CONTACT IF I ENCOUNTER A PROBLEM WITH MY ORDER?

Communicate your concern to the shop coordinator or coach. They can get with the sales pro to ensure the problem is resolved as soon as possible. Once items have been decorated, screen printed or embroidered, returns or credits cannot be issued. Please make sure you have ordered the correct size and color. Un-decorated items can be exchanged or returned for damaged product only.

WHEN IS MY PAYMENT CARD CHARGED?

Payment cards will be charged immediately upon check out.

HOW WILL I KNOW THAT MY ORDER HAS BEEN PLACED?

An email confirmation of your purchase will go out shortly after the order has been submitted.
This will assure you that the order has been placed and provide a copy of the order for your records.

CAN I PLACE MY ORDER LATE?

No orders can be accepted after the shop close date.

THE SHOP WILL NOT ACCEPT MY DISCOVER CARD, DO I HAVE TO USE A DIFFERENT CARD?

Only MasterCard and Visa are accepted.

WHY ISN'T MY ACCESS CODE WORKING?

The access code is case sensitive. Also, the access code will no longer work once the shop closes.
Please double check your shop close date.

WHAT IF I DO NOT KNOW WHAT SIZE MY STUDENT WEARS?

At the top right of the My Team Shop, there is a sizing chart that is specific per the brands that are offered.

If your question was not listed, please call 1-800-527-7510 Ext #5

Thank you for choosing BSN SPORTS!