

CLUB ORDERING ONLINE

Customer Help Documentation

The club online ordering system was built to accommodate team orders; therefore, it is BEST TO ORDER FOR AN ENTIRE TEAM AT ONE TIME. The benefits to doing this are as follows:

1. You can make sure to check that all of your roster information is accurate including quantities, sizing, and customization.
2. You can save money on shipping because you pay one time for shipping instead of paying for multiple orders.
3. You will receive the order all at once, which will make it easier to sort through and figure out which items belong to which player.

STEP-BY-STEP ORDERING

Step One: Club Account Registration

You will receive an email from your Eurosport Team Representative that will include a link for registration of your SOCCER.COM club account. You must register in order to be correctly associated with your club and be able to view your club's products.

Step Two: Choose your team's template.

Once you have logged into your SOCCER.COM club account, you will be taken to your club ordering home page where you will be presented with a drop down box to choose your team's template. You can always get back to this page by either clicking on the Eurosport logo at the top left of each page or clicking the CLUB ORDERING tab.

Step Three: Choose your items.

Once you have chosen a template, you will be shown all of the products associated with your club team. The required items chosen by your club are listed first; these are the items that each individual player **MUST** have for the season. Optional items are listed below the required items under a separate header.

You can start ordering your items by clicking the "Enter Quantities" button for any product or clicking the product image. If the product that you select has the option for customization, then once you select a quantity, a text box will pop out to the right for you to be able to enter your customization details.

Once you are done entering the quantities for all of your items, click the "Add Item to Gear Bag" button at the bottom of the page. After clicking this button, you will be taken to your Gear Bag; which will show you the items that you have added so far. Please double check your rosters (the customization details) for each item that contains customization.

Step Four: Checkout.

Once you have double checked your order, click the Checkout button. This will take you through several steps including choosing a shipping address, choosing a shipping method, entering your payment information, and reviewing your order. At the review order screen, be sure to double check that you have the correct items and that the customization for each item is accurate. Once you click the Submit Order button, you will receive a confirmation screen that gives you the details for your order. An email confirmation will also be sent to the email address that you provided.

ADDITIONAL HELP

PRICING

Please note that the pricing shown for each item includes your discounted club pricing plus any additional customization charges.

SHIPPING

Please note that the shipping charges shown are at the negotiated shipping prices for the club.

FEATURES

Viewing customized products: When you choose a product that offers additional customization (name, number, etc.) there is a “View” link beside the text box where you enter the customization details. By clicking this link, it allows you to view the front and back of the product and see exactly how the customization will look for that item.

Product information: Each product has a “Product Info” link under the image for that item. By clicking on this, you will be able to see what the product looks like, as well as more in depth details regarding the item.

Sizing: For your convenience, we have included some generic sizing charts located under the “Product Info” link for each item. This will provide you with some basic information to help you make your decision on what sizes to order your team. Please contact your Eurosport Team Representative if you have specific questions about sizing for your Club’s product.

Roster: Once you have added products to your gear bag, you will be able to view the customization details of that item including the roster information that you entered. This is a great way to double check what name/numbers you have entered for each product’s size and make sure that your order is accurate.

BE CAUTIOUS WITH YOUR ACCOUNT

Please do not share your email and password associated with your SOCCER.COM club account with other members of your club. If you choose to save your credit card information to your account, then anyone with access to the account has the ability to view that saved information.

FORGOTTEN YOUR PASSWORD?

A password retrieval tool is available on the club sign-in page under the “Sign into your account” button. The link “Forget your password?” will take you to a page that will allow you to enter in your email address associated with your club account. If we recognize that you have a valid club account, we will send you a link to reset your password.