



Frequently Asked Questions – USTA Jr. Team Tennis Uniform

General Information

How do I contact Tennis Warehouse about the USTA Jr. Team Tennis Uniform? Call **888-466-1188** to discuss concerns about an order or sizing question.

What is the price of the team uniform? The NIKE high performance Dri-fit uniform is \$11.50 (includes shipping and applicable tax)..

Who picks the team uniform and how do I do that? Team coaches/managers pick the color of the team uniform when creating the team. There are 5 color options and the coach/manager determines the shipping address. Team coaches/managers usually use their home address.

How are uniform shirts shipped? Uniform shirts are typically shipped UPS Ground and every attempt is made to ship an entire team order together. Players should be encouraged to register as soon as possible so uniforms are received on time.

Players

How do I pick my uniform size and pay for it? When registering for an eligible program, the system will give you a drop down option to select your size. There is a link explaining sizing. After selecting your size, click the "proceed to checkout" button and that will bring you to the standard payment page. The price is bundled into your registration.

Do I have to order a uniform? Yes. The uniform is part of the national league.

Do I get a team uniform with every registration? Yes. As part of the national league, every time you register for a team you will receive the team selected uniform.

When will I receive my uniform? When you receive your uniform depends on when the team coach/manager set the league start date. The uniforms will be shipped to your team coach so check with him/her.

Can my coach/captain edit my shirt size?
Once a player has registered, the shirt size cannot be changed.

What if I receive the wrong size? If the error is Tennis Warehouse's, you can exchange the uniform for no additional cost. Contact Tennis Warehouse at **888-466-1188**. However, if the error is due to an improper selection, no exchange will be honored unless you are willing to assume all shipment costs.

Coaches / Managers

How do I select the team color? Within *team creation or creating a team*, the system will lead you through the instructions how to select the team color and indicate where orders should be shipped. If you do not select a uniform color prior to the 10 days deadline, the system will auto select a default color to ensure timely receipt. Once chosen and the order placed with Tennis Warehouse, color changes are not available.

As a team coach/manager, can I order a team uniform? Yes. Captains/managers and co-captains have the option to purchase the team uniform (a total of 2). Within *team creation*, there are detailed instructions. Purchased uniforms will be included in the shipment received.

What is the cost for a team coach/manager or co-captain uniform? The NIKE high performance Dri-fit uniform is \$11.50 (plus processing fees).

When will the team order be shipped? Program Coordinators decide the season start date. Uniform orders will be sent to Tennis Warehouse 10 days prior to the flight start date. Once received, the team order will be "picked" and shipped to the address associated with the team. It is recommended to set an early registration deadline to encourage players to register so uniforms are received as soon as possible.

If a player doesn't register before 10 days prior to start-date, will Tennis Warehouse still ship the late registrant shirts?
Players' shirts are shipped every Tuesday and Friday. To receive shirts quickly, we do recommend that a registration deadline is set well in advance of the first day of matches.

How do I track a team order? Tennis Warehouse will provide a tracking number via email to the email address provided in the set up area. Orders are being sent to Tennis Warehouse 10 days prior to the flight start date so it is a good idea to get all your players to register well in advance to receive the team uniform on time.

When I receive an order how do I know which players receive the uniforms? You will receive a packing invoice from Tennis Warehouse indicating what is in the shipment. To see which players should receive a uniform from the shipment, pull up the player roster in TennisLink associated with the team you coach/manage. In the column to the right, it will indicate the date in which the uniform order was placed with Tennis Warehouse and sizing information. Match that date with the received shipment and you will be able to determine which players should receive the uniform. If you are a coach for multiple teams, you will need to know which team color you selected per team, the number of players per team, and the start of the season.

Does my team have to order a uniform? Yes. The team uniform is part of the national league and will be ordered in every registration. You, as team coach/manager, pick the desired team shirt color prior to player registrations.

Program Coordinators

As a program Coordinator can I choose the uniform color for the teams within my league? Yes, you may choose the uniform color for the teams associated with your league. At the time you set up those teams it is best to identify the color and shipment address prior to the start of registration. If you do not choose a color prior to a player's registration, the system will associate the "default" color for that team.

What if I change my season start dates? Changing start dates after players have register for the program or team will affect the ability to change the uniform color. Remember, the order is sent 10 days prior to the flight start date so if changes are made the system will select the default color if not chosen in advance.

If I copy my program from season to season, will this affect the uniform process?

The system automatically defaults if no shirt color is selected. If shipment address is not input, system will default to program coordinator or coach/captain contact information (USTA membership or Team Tennis ID). It is recommended that program coordinators and coaches/captains input correct shipment information immediately. There is availability to change prior to 10 days flight start date.

What happens to a player's uniform when a player registers for one team and is moved onto another one? If it is more than 10 days, which coach receives the shirt, and which team's color will it be?

If the player is moved after the 10 days (start of flight) and the order has been sent to Tennis Warehouse, then the uniform the player receives will be the color of the team prior to being moved and it will be shipped to the original team. However, you can move players prior to the 10 day and get the proper color shirt to the correct coach.

It is important to check programs who allow open registration and to make sure they are on teams prior to the 10 day or move players from team to team prior to the 10 day.

When will the team order be shipped? Program Coordinators decide the season start date. Uniform orders will be sent to Tennis Warehouse 10 days prior to the flight start date. Once received, the team order will be "picked" and shipped to the address associated with the team. It is recommended to set an early registration deadline to encourage players to register so uniforms are received as soon as possible.

As a program coordinator, can I order a team uniform? Yes. Program Coordinators can order a shirt but they must be a captain/co-captain of a team to do so. Within *team creation*, there are detailed instructions. Purchased uniforms will be included in the shipment received.

What if there is a problem with an order received by one of the coaches/managers associated within my league? The first thing to do is to double check the order sent to Tennis Warehouse. You can accomplish this by looking up the team roster in the stats & standings area or by accessing the Team Tennis Program Fee Balance Report in the Financial Reports Area. These reports will give you the date in which uniforms were ordered by the player and the date the order was sent to Tennis Warehouse for fulfillment. If you find a discrepancy, call Tennis Warehouse at **888-466-1188** to discuss.