

How To Purchase A Retail Product



Step 1 - Select a product

Most Fieldhouse stores come with hundreds of products, and numerous logo options for each product. When you have selected a store you should see several featured products, and the categories for all products in your store. Select a product, or select a category to see more options.

Step 2 - Design your product

Once you have selected a product, you will be taken through a design process where you can pick from available product colors, logos, and customization options. On the last step of the design process you will be able to select quantities and sizes for your item. You can easily pick a size and quantity for each member of your team or group and customize the name and number on the back of their item (if selected).

Step 3 - Add it to your cart

When you have finished configuring your product, add it to your cart. You can then continue shopping or check out.



Step 4 - Log in or create an account

When you check out, you will need to create a Fieldhouse customer account. This will enable us to communicate with you about your order, and will make it easier for you to check out next time you shop on your Fieldhouse store.

Step 5 - Enter your payment information

After you create your account, you will enter your billing and shipping information, and select your payment method on our secure checkout. At this point you will be able to enter any gift card codes or promotion codes that you have received.



Step 6 - Review your order

You should review your order carefully to be sure that you have accurately entered your information. Any errors on your contact information or shipping address could cause a delay on your order. If you entered a gift card code or promotion code, the discount will be displayed on the review step.

Step 7 - Place your order

You will know that your order has been completed successfully when you receive a 5-digit sale number displayed above your products (Example: Fieldhouse Sale # 73737).



Since Fieldhouse orders are custom made, we must receive full payment for your order before we can begin to produce it. If you selected to pay by credit card, your account will be charged and we will begin immediately. If you selected to pay by check, you will be given instructions to mail your physical check, and we will begin production of your item once we receive your payment. Retail items will be sent out within 10 business days of payment. You can review the help topics above for more information on shipping timelines, returns/exchanges or other questions you may have.

We are happy to help if you cannot find an answer to your question. Please contact us at 877-232-9785 or customerservice@fieldhouse.com.

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Payment Information

Payment methods we accept

Fieldhouse accepts VISA, American Express, Master Card and Discover credit and debit cards, checks, money orders and Fieldhouse gift cards. We do not accept pre-paid credit or debit cards, credit cards from issuing banks that are not in the US, or purchase orders for the payment of retail orders.

Paying with a credit card

To pay for your order by credit card select the credit card payment method at checkout. **Fieldhouse products are custom made, so your card will be charged for the full amount when you place your order.** The charge will show on your credit card statement from Fieldhouse or Fieldhouse.com.

Declined cards

If your credit card payment was declined, please carefully check the billing address you entered for the common entry errors shown below. Please note that if your card is declined online our representatives cannot force the payment through. We will receive the same result when attempting to place the order over the phone.

Common credit card errors

Incorrect billing address: Please check carefully that the billing address that you entered for your order matches the billing address on your credit card statement. If you have moved recently, it may take your credit card company several days to complete the change of address.

Incorrect security code (CCV): This is a four digit code on the front of American Express credit cards. It is a three digit code on the back of all other credit cards. It is not the same as your PIN or password. [More about security codes](#)

New card errors: When credit card companies issue replacement cards they often change the card number (usually the last four digits), the expiration date and the security code. Please check these carefully. New cards can take several days before they are activated by your card company.

Company cards: The billing address name entered cannot be a company name. All credit cards have an individual's name (or names) associated to the card even if it is not displayed on the card. Contact your administrator if you are using a company or business card and you do not know the person's name associated to the card.

Paying with a check

To pay for your order with a check, simply select "pay by check" at checkout. You can pay by personal check or money order. Please write your order number on the check and send it to:

Fieldhouse Inc.
Attn: Accounts Receivable
1220 116th Avenue NE, Suite 200
Bellevue, WA 98004

We will begin production of your order when your check has been cleared. If payment is not received within 30 days your order may be canceled without notice.

Using a promotion code

To redeem a promotion code that you received for your store, select your items and add them to your cart. In checkout, enter the code into the "Promotion code" box. Your discount will be applied to your order after you click the "Review Order" button.

Some items may not be able to be discounted with your promotion code. For example, a promotion code cannot be used for items like sports passes or registrations. Also, items that are already on sale will not be discounted further. Promotion codes are for one-time use and cannot be combined with any other offer.

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Fieldhouse Gift Cards

Fieldhouse Store gift cards are available in denominations of \$10, \$25, \$50 and \$100 and can be redeemed for merchandise online on any Fieldhouse Store.

How to purchase a gift card

Fieldhouse gift cards are available in your store under the "Gift Card" category. You can select from the available gift card amounts and add them to your cart. You must pay for your gift cards with a credit card. You will not receive a physical card. Fieldhouse gift cards are virtual. Once you have completed your purchase for a gift card, you will receive a link for each card on your receipt page. Each card contains a code for redeeming the card. Save the link to your bookmarks for future reference. It is recommended that you bookmark this page (save it to your favorites) so that you can return to it later if you wish.

Sharing a gift card

You can share your gift card via email or print it and send it to the recipient. After you have purchased your gift card, you will receive a link on your receipt page. Save this link to your bookmarks for future reference. The link will take you to the gift card page where you can get the card's code and send the card via email. You can also print the gift card page for a physical copy. It is recommended that you bookmark this page (save it to your favorites) so that you can return to it later if you wish. If you have lost your link to your gift card, please contact us.

How to use a gift card

A Fieldhouse gift card can be used for any product on any Fieldhouse store. Simply select the products that you want to purchase and add them to your cart. In checkout, enter the gift card code in the "Gift Card Code" box, and select to pay for your order by gift card. Your discount will be applied after you click the "Review Order" button. If your gift card does not cover your entire order, you will need to pay for the balance by credit card or by mailing in a physical check. Select the check or credit card payment option, and enter your credit card info if paying by credit card. Our system will only allow one gift card to be entered per order. If you receive multiple gift cards and would like to use them on one order, please contact a Fieldhouse representative to combine them. Please have your gift card codes ready when you call.

Gift Card Restrictions

Fieldhouse gift cards must be redeemed online for Fieldhouse products and cannot be returned or redeemed for cash unless required by law. Fieldhouse gift card cash value is 1/10 of one cent. Fieldhouse gift cards cannot be split between two orders, and each certificate must be used in its' entirety on one order. We are not responsible for lost or stolen gift cards codes. The risk of loss and title for gift cards pass to the purchaser upon our electronic transmission to the recipient or delivery to the carrier, whichever is applicable. Fieldhouse Gift Cards which are inactive for 12 months or more are charged a monthly service fee of 2% of its original value unless prohibited by law. Fieldhouse gift cards and their use on the Fieldhouse Store Web site are subject to Fieldhouse's general Terms and Conditions and Privacy Policy.

Lost gift cards

Your Fieldhouse gift card is a code that can be applied to your order at checkout. If you did not receive your code or you have misplaced it, you can contact Fieldhouse. A Fieldhouse representative will email a link to your gift card to the original email address on the order.



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Shipping Information

Retail items

Retail orders are custom-made and typically shipped within 10 business days.

Your items will be shipped via FedEx, UPS, DHL, or US Postal Service ground shipping. You must provide a physical U.S. shipping address where both private and government postal companies can deliver. Fieldhouse currently does not ship retail orders outside the U.S. except to APO/FPO addresses.

You will receive a notification email with tracking information when your items have been shipped. Shipping transit time is typically between one and six business days, depending on your location.

If you have ordered more than one item, the products you ordered may be shipped from separate warehouses. You will receive a notification email with tracking information for each product in your order.

Express shipping and rush orders are available by request only and on a case-by-case basis. Additional charges will apply. We will not rush orders during the holiday season.

[Click here to see current shipping rates.](#)

Custom items

Your organization may be selling unique, non-retail items on their store. These items typically have special shipping timelines or pickup instructions. Please read the sale details carefully when purchasing these items.

Holiday shipping guidelines

Each holiday season, the order deadline for delivery by December 24th will be clearly communicated near the top of your store. The standard production timelines do not apply during this special holiday period. If you have missed the deadline you are always free to order, but your items will likely be delivered after December 24th. Of course, you can purchase and print a Fieldhouse gift card any time!

While we have a nearly perfect record for delivering orders for the holiday deadline, some factors may be outside of our control such as inclement weather, shipping carrier backlogs or shipping carrier errors. It is always important to ensure that you accurately enter the shipping address for your order to prevent delivery delays. We will do everything under our power to overcome unforeseen complications and deliver your order promptly!

Tracking your order

As a Fieldhouse customer, you can access your customer account to view order status and history. Your account will be updated with tracking information when your items have been shipped.

[Click here](#) and enter your email address and password to log in.

Lost or missing packages

If you believe that your package is missing or has been stolen, please check your tracking information to confirm the address and delivery date and time. Please check around your front door and with all family members. If you still cannot find your delivered package, please contact the shipment carrier to file a claim.

Changing an open order

Please contact us within 24 hours if you would like to make a change to your order. Depending on the status of your order's production, we will accommodate your request. We do not charge a fee to make a change. However, you will need to pay for any difference in price for your changed item (e.g. changing from size xl to size xxl). Please note that making a change to your order can cause it to be delayed.

Cancellation policy

You may cancel your order within 24 hours by contacting Fieldhouse Customer Service. Please be sure to include your sale number when sending emails. If you would like to cancel or change your order more than 24 hours after you placed it, depending on where you order is in production, we may be able to accommodate you.



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Return & Exchange Policy

Thank you for shopping with Fieldhouse. We want your experience to be stress free. We will do everything we can to ship your order on time. Please review your item(s) carefully when you receive them. You may return or exchange your retail items in new original condition, (unwashed and unworn). *Returns and exchanges will only be accepted or processed within the 30 days from the time your item was shipped.* Please see our Return Policy details, exceptions and instructions below. There are no restocking fees for returned or exchanged items but you are responsible for the return shipping charges. Each item can be exchanged only one time. If you are still unsatisfied after receiving your replacement product, you may return it for a refund (less shipping):

- If you are exchanging your item we will ship your replacement item for free
- If you are exchanging for a larger size there may be a size premium charge
- If you are returning your item, we will issue you a refund (less shipping) within 10 days
- Your refund will be paid to you in the same form that the order was purchased

Return Policy Exceptions and Definitions

Some products cannot be returned or exchanged or may have an alternate return policy which will be clearly stated in the product's description. Examples of products that cannot be returned are:

- Products which have been customized as part of your order with any personalized text including names, can only be returned if the product or decoration is defective
- Products that are fulfilled by your organization, such as tickets
- Products fulfilled by a third party not affiliated with Fieldhouse
- Products ordered in bulk volume from Fieldhouse and distributed by your organization
- Retail products are products that are fulfilled on-demand by Fieldhouse or Fieldhouse partners

Please contact Fieldhouse if you have a question about the return policy for an item on your store.

Return Instructions

If you believe your item was produced incorrectly or damaged when you received it, please contact Fieldhouse as soon as possible for instructions before returning your item. Please have your sale number ready when contacting us so that we can better assist you.

Please note that we only accept returns as defined on our return & exchange Policy above. Carefully follow the return instructions (LINK DOES NOT WORK) that we will send you so we can process your return expeditiously.

Instructions for packaging your return

Step 1: Contact Fieldhouse at 877-232-9785 to receive a return/exchange form.

Step 2: Complete the return/exchange form. We cannot process your return without this completed form.

Step 3: Pack your item(s) securely in a box or bag.

Step 4: Address your package to:

Fieldhouse Inc.
 Attn: Returns/Exchanges
 1220 116th Avenue NE, Suite 200
 Bellevue, WA 98004

Step 5: Ship your items via the carrier of your choice. Please be sure to add tracking or delivery confirmation to your package, as we will not replace or refund items that we do not receive.



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Customer FAQ



Online transactions for Client Products

Please read the terms of your sale carefully if your organization is running a special product on their store like tickets or registration. These types of purchases are final, and cannot be exchanged, returned or refunded. You are responsible to read the instructions carefully and order accurately.

Why don't my items stay in my cart?

Your items will remain in your cart for several hours, or as long as you are actively shopping on our website. Occasionally, that time can be cut short if there is a short disruption in internet connection either on your computer, or on our servers. If you have lost the items from your cart you will have to add them again. Our cart requires that your internet browser (Internet Explorer, Firefox, Safari, Etc.) be set to allow first-party internet cookies. A cookie is a small text file that is saved on your computer by Fieldhouse, so that our website can remember the items that you added to your cart.

You can adjust your cookie setting by going to your browser's security settings. For most browsers you will want to set your security to medium. You can contact us if you would like assistance or would like to place an order by phone.

If you are shopping from a business or school computer, you may need to contact your network administrator and notify them of the problem. Business and school networks occasionally have firewall security settings that will not allow cookies to be saved.

If your cookie settings are working correctly, your computer will remember the items that you add to your cart for several hours.

Caring for your Fieldhouse items

Any apparel items that you purchased on your Fieldhouse store should be turned inside out and washed in cold water on the gentle or "permanent press" setting. Washing your items in hot water or on a more aggressive wash setting will cause the decoration to wear faster than normal or the item to shrink.

Product sizing

We work with numerous manufacturers to provide a large range of products on your Fieldhouse store. If specific sizing information is available it will be displayed next to the product as an icon that reads "View Size Chart" after you select the item. If you need more detailed size information for a specific product, please contact us.



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Customer FAQ

Bulk ordering

If you are planning to order an item in a quantity of 12 or more, you can receive discounted pricing by ordering in bulk.

You can request a bulk price quote right from your store.

- If the product is in your Fieldhouse store, design your product first, and then click the "Request Bulk Pricing" button after you select sizes and quantity. Designing the product first will ensure that we know exactly what you want.
- If you are interested in a product that is not in your store, email customerservice@fieldhouse, and let us know more about what you would like.

We'll respond with your quote within one business day.

Bulk orders typically take about 10 days to produce once we receive approval of the order, so be sure to give yourself enough time to receive your quality products!

Is ordering online secure?

At Fieldhouse, we take your security and privacy very seriously. Please view our Privacy Policy for full details.

We protect your information during transmission. We encrypt your personal information using secure socket layer technology (SSL).

Most internet browser programs (Internet Explorer, Firefox, Safari, etc.) will display a padlock image near the address bar when you are on a secure page.

We protect your information when we receive it. We do not store your credit card number. Personal information that we keep is stored securely on our servers and is only used to process your order. We will not sell your information to other companies.

My Fieldhouse store isn't working

If you are experiencing an error, or are not able to shop on your Fieldhouse store, please contact Fieldhouse. We will work to resolve any issues, and we can place your order over the phone.

Can I visit my Fieldhouse store locally?

Fieldhouse stores are online only, and your items will ship from one of our national warehouses. We do not offer local pick-up for new orders. Exchanges or returns can be dropped off at our offices in Bellevue, Washington if you contact us to make arrangements.

Sales tax policy

Items sold by Fieldhouse and shipped to destinations in the State of Washington are subject to and charged Washington State sales tax. The tax amount is based on the sales tax rate for the "ship to" destination address. Fieldhouse remits tax collected to the Washington State Department of Revenue.



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