

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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If you have questions or need more information, please contact us at 877-232-9785 or customerservice@fieldhouse.com.

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