

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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