

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.

[BACK TO HELP CENTER](#)

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

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