

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.

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.

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 regarding any changes you would like to make to your order. Since all of our orders are custom made, we will do our best to accommodate your request. Fieldhouse does not guarantee that we will be able to adjust your order depending on the production status. There may be a difference in price for your changed item that you will be responsible for (e.g. changing from size xl to size xxl). Please note that making a change to your order can cause it to be delayed. Please include your sale number when contacting us via email.

Cancellation policy

Please contact Fieldhouse Customer Service if you would like to cancel your order. Since all of our orders are custom made, we will do our best to accommodate your request. Fieldhouse does not guarantee that we will be able to cancel your order depending on the production status. Please include your sale number when contacting us via email.



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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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