

# Online Store FAQs

## Who manages my store?

Fieldhouse manages every aspect of your store. We will manage your product line, your logo options, and your customers. Your primary and indispensable role is to promote your store!

## Who fulfills the orders?

When customers purchase from your store, the order is custom-made by Fieldhouse and shipped to the customer. Fieldhouse has fulfillment centers around the country that produce and ship the items.

## Who handles returns and exchanges?

The Fieldhouse customer service team will handle any customer service needs including returns and exchanges. We stand by our Return Policy for all retail orders because we want your customers to be not only pleased with their products but also delighted with our services! Your customers can even return or exchange an item that has been personalized.

## I don't work with my organization any more.

If you are no longer the primary contact person for your store, please connect us with the new primary contact person by sending us an email or calling us.

## Will you ever turn off our store?

We prefer to keep your store online - even if you don't have many orders! However, there are rare circumstances when we may remove your store. You can check our terms and conditions for more details.

## How can I turn off our store?

If you would like to take your store offline you must submit a written request on your organization's letterhead, or send an email from your organization's domain or the account's email address

## Why can't I find my store?

You can find any active Fieldhouse store on our store search page. If you have trouble you can try multiple spellings, and or abbreviations, or just enter the city and state. If you still can't find your store there are several possibilities:

- *You may not have completed your signup*

Your store cannot be activated until you have completed the email confirmation step. To complete this step, submit your store application. We will then send you an email with a link to a confirmation page. Be sure that your email program will allow emails from Fieldhouse.com, and check your spam folder if you have not received the confirmation email within 5 minutes of submitting your application.

- *We may not have activated your store*

We require one business day following your completed confirmation to review your application and activate your store. You will receive a notification email when your store has been activated with links to your store and other information about your store.



[BACK TO HELP CENTER](#)

If you have questions or need more information, please contact us at 877-232-9785 or [customerservice@fieldhouse.com](mailto:customerservice@fieldhouse.com).

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