



Eurosport Customer Support Frequently Asked Questions

(Updated 5/08/17)

What number do I call if I have a question?

If you have any questions or concerns regarding your club uniforms or product, please contact a Eurosport Team Representative by calling 1-877-308-7989.

Can I use a promotional code on my order?

Yes, promotional codes are valid on your order.

Images aren't appearing on my site, what should I do?

Try refreshing your browser first. If that doesn't work, it's possible that the items haven't been created for your specific player yet. That takes 48 -72 hours from the time your team manager enters the roster into our system.

I didn't get the email about how to order a uniform.

Please check your SPAM filter and add custserv@sportsendeavors.com to your safe list so that you receive future emails. If it isn't there, please give your name, team name, club name and email address to the customer service rep and they will be able to resend your invitation.

Can I order shoes, shin guards, balls, or other items from soccer.com when I place my club uniform order?

Yes, you may shop the entire soccer.com site and add shoes, socks, replica jerseys, etc. to your order.

I am a goalkeeper in the club, what do I need to order?

If a player is a dedicated goalkeeper they are not required to purchase a uniform kit. Goalkeepers may, but it is not required, order a customized Arlington goalkeeper jersey, available in the online store.

Will there be a sizing chart specific to the uniform?

The sizing chart available is a generic sizing chart. It can be found at: <https://www.soccer.com/content/size-chart>.

How do I order optional items?

Optional items can be found in the main landing. You can then add those items to your gear bag to purchase.

Can I order more than one jersey, short or sock?

You can order as many items as you would like. There are no maximums.

Do I need to order all of the required items?

Yes, the club has specified what is required for each player by age group. The club requests that you order all required products at the same time.

What is my shipping charge?

Shipping can be found at: <https://www.soccer.com/content/shipping>. Please note that from time to time Eurosport offers free shipping for orders over \$100. Check their home page, www.soccer.com, to see if discounted shipping offers are posted.

Can I use a gift card on my club order?

Yes, you may use up to two gift cards on your order.

What number is my child supposed to wear?

The email that was sent out by soccer.com gives your player number. If you cannot find that email, try searching by your last name in the search tool on soccer.com.

I want a different number.

Numbers are assigned by the team and must be changed by the team. Once jersey numbers are assigned it is extremely difficult to change them. Please contact your team uniform coordinator to discuss possible number changes.

How do I go back and order more product?

If you go to soccer.com, there should be a club link in the top right hand corner. You can click on that link to go to your club product. If they link does not show up, you should go to the email that was sent with your player uniform information and click that link.

I want a jersey without a player number.

All jerseys require a number at this time. You may choose to buy the jersey at full retail without customization by searching the regular (not ASA) soccer.com website.

How many packages will I receive?

Your shipment is put into several ship groups. Your first group will be your non-customized product, such as socks, shoes, balls, etc. Your next shipment will be your customized gear, such as jerseys. Finally, if you have anything with embroidery, like

a backpack, then that will ship 3rd. All shipments will also include a packing slip with what is in the package as well as an email confirmation.

My size isn't available.

Your item is either on backorder or no longer available. If it is on backorder, a backorder date will appear when you choose the size. If the size you want is not showing as available, then we are not expecting any more in and you will need to choose a different size.

When will my order arrive?

You will receive an email confirmation with an expected ship date for your order.

I only received my non-customized product.

To get your non-customized items to you faster, Eurosport will ship them separately at no additional cost to you. Your customized items will be coming in a separate shipment. If you ordered items with embroidery, like a backpack or jacket, it will most likely come in a separate package as well.

Do I get an additional goal club discount on my club product?

You will only receive goal club discounts on non-club items. For example, if you are a goal club member and you buy a pair of shoes that aren't part of the club's required purchase items, you will receive the goal club discount.

Do I get Goal Club points for my order?

Yes, you will receive points on all ASA items.

Can I use Goal Club points to order my uniforms?

Goal Club points cannot be used to order customized items but can be used to order other items on your club list, such as socks.

I have a question that should be added to this document.

Please send it to Dave Berver at daveberver@arlingtonsoccer.com.
Thank you.