

## Black Gold Apparel Frequently Asked Questions

### 1. What are my team's required items?

Please reference "Black Gold Required Apparel Summary 2019-2020" PDF on the Black Gold website.

### 2. Is my clothing included in my registration fee?

No clothing items are included (other than your practice dress, competition dress and competition tights) in your fees, required items must be ordered and paid for separately.

### 3. What if I own all my required items?

As long as your items are in good repair, most coaches do not require you to buy new items. Speak to your coach if you have a question about your clothing.

### 4. When does my order for clothing have to be in?

#### **Competition season Order deadline: September 30, 2019.**

All orders must be placed by September 30th for delivery prior to competition season.

### 5. What happens if my order is done after September 30, 2019?

Items ordered between Sept.30, 2019 -Dec.15, 2019 will be completed **without guaranteed** delivery dates.

### 6. Can I order an item during off-season?

No orders between Dec.15, 2019 & August 15, 2020 will be fulfilled, but orders may be placed for the upcoming season.

### 7. I mistakenly ordered the wrong item, what do I do?

Prior to September 30, please send an email to **clothing@blackgoldsyncho.com**. Please include:

- Your name
- Skater's name
- Item in question and how you would like to proceed:
  - Exchange Item or Size
  - Cancel item

Changes requested after September 30th may not be accommodated as the order may have moved into production.

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8. I would like to try an item, but I missed the Kickoff event, what do I do?

Please contact your team's clothing coordinator he/she can get the sizing sets from the clothing coordinator for you to try.

9. My item is damaged, what do I do?

Prior to September 30, please send an email to **clothing@blackgoldsyncho.com**. Please include:

- Your name
- Skater's name
- Item in question
- Damage on the item
- Provide a photo if possible

Every effort will be made to reconcile the issue to the satisfaction of all parties.