

**Your team will be using MyTeams™ online ordering from Sylvia's Swimwear.
Please place your order before the team Order Deadline listed below.**

Team:	KENTRIDGE HS BOYS
Order Deadline (9am PST):	November 17 th , 2017 (9AM PST)
Team recommended delivery option:	"KENTRIDGE BOYS"
Team Code (case sensitive):	CHARGERS
Team Password (case sensitive):	kent

Ordering Instructions:

1. Size your swimmer(s) for products you plan to order.

Sizing information listed on our website is provided strictly as a general guideline only. Teams are sized via sizing kits, team fittings or at a Sylvia's location. Note that all products are not available at all locations at all times. If you will miss your team fitting, contact your team representative or Customer Service with questions on where to size ahead of time. Sizing is important as customized products may not be returned or exchanged, and products that are exchangeable may no longer be available.

2. Go to www.goswim.com.

Our site is optimized for use with Internet Explorer or Firefox browsers, a DSL or higher connection and cookies enabled.

3. Click on the My Account located in the upper right hand portion of the home page.

4. Create a new account or log into your existing account.

You must create a new personal account if you have not previously shopped with us online.

5. Enter the **Team Code and the **Team Password** provided above into the Join a Team section. Click Join Team.**

Note that all entries are case sensitive. A message should appear confirming that you have successfully joined the team.

If you do not see the Join a Team box, click the My Account button to refresh the page.

6. Click on the **Team Store button under My Teams to begin shopping.**

7. Select products and sizes desired and **Add to Cart. All items must be added to your cart individually. Please be sure that you have sized for all items ordered.**

In addition to your team specific items, you may wish to browse our site for other optional discounted items such as practice suits, goggles, caps, swimmers shampoo and more. Any additional products from our website may be added and will be delivered with your order, subject to availability. If you wish to receive optional products sooner than the team delivery, we recommend you place them as a separate order and ship to yourself.

Custom products may have an option for a logo and/or name. If you desire a logo then be sure the Add Logo box remains checked when adding to your cart. Names are automatically added when any entry is made into the Add Name box. Note that commas, apostrophes and other characters may not register on your order. Please note any such special characters in the Special Instructions box during checkout.

Check your order over carefully as all custom orders are final - No cancellations, returns, exchanges, or refunds. For Custom Name Caps, click on the item name for specific instructions when ordering this product.

8. Follow the online instructions for Checkout to complete your order. In the Ship to Information section you will have the option of selecting to ship FREE to your team representative or direct for a FEE to an address you choose such as home. Any direct orders over \$100 will also ship for free. See our website for additional details.

Note that all shipping charges are non-refundable and return shipping is responsibility of customer. Your team recommended delivery option is listed on this page. *Distribution of all orders shipped to team is the responsibility of your team coordinator.*

Tip: When shipping to your team, you can change the First and/or Last Name to your swimmer if desired. The free ship to team option is only available through the "order deadline".

Product Delivery: Order delivery is typically 3-6 weeks from the "Order Deadline" date listed. This time frame directly depends on the products/services chosen by your team. You will not be contacted unless there is a question or delay on your order. All contact is via the email address provided on your account and delays in responding to us may result in delay and/or cancellation of your order. Products will begin to ship when a minimum of 50% of your purchase (based on dollar amount) is filled.

All inquiries, returns, exchanges, etc. should be directed to our Team Office. All returns are responsibility of customer. Only store credit will be issued for WEB orders returned to retail locations. Visit the [Returns](#) section of our website for additional information.

- Thank you for choosing [Sylvia's Swimwear](#).