

Welcome to the Summer 2010 swim season! This year Sylvia's Swimwear is excited to introduce our new online ordering system, My Teams™. We understand this system is new to many of you and have created this form to help answer some of the questions you may have.

Do I have to place my order online?

NO. Suits may be sized and purchased the night of the fitting, or purchased online by the team "order deadline". If you already know your size, early ordering on the website allows us to better plan, potentially avoiding out-of-stock situations.

How do I order online?

Ordering instructions are included in this handout. Reminder, all orders must be placed by the "order deadline" for lowest pricing.

What do I do if I have ordered the wrong size?

Please size your child before ordering. Suit returns and exchanges will be accommodated at the fitting, subject to availability. However, large numbers may congest the fitting, so again we ask members not to place online orders if size is undetermined. Please keep in mind that we cannot guarantee in-stock availability of your team suit at any given time. While our return policy allows 30 days, the later you wait to exchange your suit in the season the greater chance that product may be sold out. Only store credit will be issued for WEB orders returned to retail locations. Visit the Returns section of our website for full return policy.

When will I receive my order?

Subject to availability, non-custom My Teams™ orders, placed up to 48 hours before your team fitting will be available at the cashier for will call.

Where are your retail locations?

Bellevue retail is located at 14100 NE 20th Bellevue, WA 98007 and Northgate is located at 9596 1st Ave NE, Seattle, WA 98115. Operating hours as well as directions from all areas are available at goswim.com.

Who do I contact if I have further questions?

Contact your team representative first. If they can't answer your questions, please call our team office 425-556-9867 or email us at info@goswim.com. Team office hours are M-F from 9am-5pm. Our retail locations may not be able to assist you with some questions and/or transactions.

*Thank you for your understanding – we appreciate your business!
Sylvia's Swimwear*



You're team will be using My Teams™ online ordering from Sylvia's Swimwear. Please visit www.goswim.com and place your order before the team Order Deadline listed below.

Team: Kingsgate Royals
Team representative: Suzanne Betrand
Representative Email Address: bert51698@comcast.com
Team Fitting: 5/26/2010 5:30pm-7:30pm
Order Deadline (midnight PST): 5/27/2010
Team recommended FREE delivery option: Ship to "Kingsgate Royals"
Team Code (case sensitive): ROYALS
Team Password (case sensitive): royalsswim

Ordering Instructions:

- Visit the My Account Page at www.goswim.com and create a new account or log into your existing account.
- Once you have created a new personal account (or logged in to your existing personal account), from My Account, enter the **Team Code** and the **Team Password** provided above into the Join a Team section.
Note that all entries are case sensitive. A message should appear confirming that you have successfully joined the team and the team will appear under My Teams™.
- Click on the **Team Store** button under My Teams to begin shopping.
All products are displayed in a rapid order format. If you wish to see additional information for a product, then click on the product name.
- Select products and sizes desired and **Add to Cart**. Please be sure that you have sized for all items ordered.
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.
- 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.
- 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 rep or direct for a FEE to an address you choose such as home. All non-custom orders with the "ship to team" option chosen and purchased 48hrs. before your fitting will be available for pick up at will call subject to availability. Note that all shipping charges are non-refundable and return shipping is responsibility of customer. Your teams recommended delivery option is listed on this page. Tip: When shipping to your team, you can change the First and/or Last Name to your swimmer if desired. Free ship to team option only available through "order deadline".
- 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. 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](#).