

## **Why should I attend our team fitting?**

Each swimmer will receive personalized team suit fitting from our experienced staff. Team suits will be available at a substantial discount off the Manufacturer's Suggested Retail Price (MSRP). In addition to receiving the maximum discount on team suits, all members will receive 10% off all regular priced goggles and accessories. Also, swimmers will be able to receive advice on recommended goggles and all other accessories.

Sylvia's pre-orders and advance stocks your team suit based on the previous years fitting quantities. Members not purchasing at the team fitting hurt the team for the following years pre-order as their purchase is not reflected in the total suits sold. If a large number of team members are not purchasing at the fitting those numbers are not reflected and we may run out of suits for your team.

## **Why is there a bigger discount on team suits at the fitting?**

The fitting price is a substantial discount from MSRP. This is our price for teams ordering a minimum of 12 suits at a time. When you purchase your team suit at the fitting the team is purchasing in bulk, qualifying for the deeper discount.

Sylvia's pre-orders and advance-stocks your team suits prior to the season. All pre-orders of your team suit are based on actual quantities of suits sold at your team fitting in previous years. Suits advance-stocked and sold at your team fitting cost us much less per transaction. These lower costs allow us to offer a more competitive price by passing on these savings.

By comparison, late customer orders cost us much more as a company in just about every aspect of processing. These higher additional costs are passed on to the customer via a reduced discount.

## **What if I cannot attend the team fitting?**

We encourage our teams to choose a fitting date and time which will be least likely to conflict with other events in your area. For those team members who cannot attend the team fitting, but would still like to maximize their discount: Have your swimmers sized at one of our retail locations prior to your fitting date; write down their sizes, and enlist a fellow team parent to purchase/order your suit at the team fitting. If a team suit is purchased at any other time, before or after your fitting, our standard 10% team member discount will apply. The team fitting prices will only be offered at the team fitting.

## **What if my child cannot attend the team fitting, but I can?**

For teams not ordering custom printed suits, we can estimate a size for your child. If the suit does not fit, you may exchange (subject to return policy) the suit via mail (shipping charges will apply) or at one of our retail locations within 30 days of original purchase. Members of teams with custom printed suits who are not able to attend the fitting must go into one of our retail locations prior to the team fitting for sizing. A parent or friend can then order the correct size at the fitting. We will not recommend a size on printed suits for swimmers not fitted by our staff.

## **Will I receive my suit at the team fitting?**

With the exception of custom printed suits and some occasional manufacturers back orders, most swimmers will leave the team fitting with their suits.

If a suit has been ordered for you, please plan on an average 2-3 week turnaround. We make every effort to fill orders sooner when important dates such as the first meet are upcoming. Most orders from the fitting night are delivered to your team representative for distribution. All orders will have the name given at time of purchase on them. Please check your receipt for your name and notify us if the name is incorrect.

## **My team is ordering custom printed suits, what do I need to know?**

Printed suits are only available by pre-order at your team fitting. We recommend swimmers be properly sized prior to ordering, as all printed suit sales are final. There are no refunds, cancellations, changes or exchanges on custom printed suits. Pre-payment is required at time of order.

Orders will be filled as expediently as possible. We generally target for a two-week turn around. Suits will be bagged with a copy of your suit order form attached and shipped to your team representative when complete. Your team representative will distribute suits at practice or other pre-arranged time. All late orders

will be placed in the plain unprinted version of the team suit (sorry, no exceptions will be made). If you have any questions on delivery, please contact your team representative first.

If sizing at one of our retail locations, please do not ask our sales clerks to take an order from you for a custom printed suit. These suits may only be ordered in person at your team fitting.

### **What if I do not know if my children will participate on the swim team?**

If your team is not in a custom printed suit, we encourage you to purchase suits at your team fitting anyway to obtain the maximum discount. Sylvia's has a 30-day return policy on all non-custom products. If your team is in a custom printed suit, we recommend you wait and purchase a plain suit when you decide.

### **I missed the team fitting, or joined late. How do I purchase a suit?**

If your team is in a custom printed suit, contact your coordinator ASAP. Sometimes arrangements have been made for a late team order. If no arrangements have been made, you will need to pick up a solid version of the team suit at one of our retail locations or via mail order (shipping charges apply).

Extra suits are stocked at our retail stores as follows: For teams West of Lake Washington, suits are stocked at our Northgate retail store. For teams East of Lake Washington, suits are stocked at our Bellevue store. Our stores keep a list of summer team suits, fitting dates, and which store is designated as your teams stocking location.

Please keep in mind that we cannot guarantee in-stock availability of your team suit at any given time. The later you visit our stores in the season, the greater chance that product may be sold out. Please visit us as soon as possible and bring your children with you for sizing.

### **Will I receive a discount after the fitting?**

Yes, all team members receive a 10% discount off Sylvia's retail price when you mention your team name at the time of purchase. The 10% discount will be reflected on all prior and post fitting team suit purchases. This discount applies to all regular priced team merchandise we stock.

### **Can I mail order team suits after the fitting?**

Yes, if you definitely know your swimmers sizes this is an available option. All phone orders must be placed through our team office (425-556-9867 M-F 9am-5pm) as our retail locations are not equipped to handle these transactions. All phone orders will receive a 10% discount and a non-refundable shipping & handling fee will be added. (Our minimum shipping & handling fee is \$9.00) Allow 2 - 3 business days delivery for suits in stock and two weeks for most out-of-stock orders. Sylvia's will notify you if your order is expected to take longer than 2 weeks. All exchanges will be charged a return-shipping fee.

### **What if I did not know about the team fitting and the date?**

Your team establishes the fitting date based on your specific teams needs. We encourage your team to exert every effort in passing the word to members via email, website, newsletter, mailing, or phone tree. A team suit may still be purchased from Sylvia's via mail or at our retail store where you will receive the standard 10% discount by mentioning your team.

### **What is Sylvia's doing to make the team fitting run smoothly?**

Our staff will be using lap top computers, high-speed receipt printers and scanners to expedite your transactions. This will speed up sales and decrease waiting time. In addition, we encourage larger teams to stagger the arrival of their members to further alleviate any possible congestion.

You can help us serve you better by being prepared when you attend your team fitting. Have children with you and ready to be sized; have order forms completed for custom printed suits (where applicable); proceed to the cashier with non-suit items in your possession and ready to purchase; and have checks and/or other payment methods ready. We must scan every product you wish to buy, whether it is a team suit or other accessory.

### **Does Sylvia's guarantee they will have a suit for me?**

No. In a perfect world we would have exactly the right stock to fill our customers needs at all times. In reality, we do our best with the information that we have. We cannot guarantee that either Sylvia's or the manufacturer will have any specific style, size or color at any given time. It is not uncommon for manufacturers to be temporarily or permanently out of stock on some items. Although we do everything within our power to fill every order in house, this may cause delay and/or cancellation of your order. We fill all requests in the same order as they are received.

If you miss your team fitting or need to exchange a suit size, time is of the essence! We recommend you do not delay in visiting us to further ensure availability of your suit.

### **What is your exchange/return policy?**

All merchandise returns and/or exchanges are accommodated provided the following:

- Return is made within 30 days of purchase.
- Return is accompanied by receipt or proof of purchase can be verified.
- All tags are attached and items are in original packaging.
- Merchandise is in resalable condition.
- Swimwear has been tried on over undergarments and hygienic liner is in place.

***Custom products may not be returned or exchanged - All sales final.***

Please note:

Returns and exchanges may be made in person at either our Bellevue or Northgate retail locations, or via insured carrier to our Team Office. For mail order exchanges, a return shipping fee will apply.

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Please keep in mind that we cannot guarantee in-stock availability of your team suit at any given time. The later you visit our stores in the season, the greater chance that product may be sold out. Please visit us as soon as possible and bring your children with you for sizing.

### **Where do we get our team caps?**

Your team may purchase custom team caps from Sylvia's Swimwear in bulk. In this case, your team caps can be purchased individually from your team where available. Check with your coach or team representative.

### **How are team suits supposed to fit?**

Getting the right fit on your racing suit is imperative to both swimming performance and to the wear on the swimming suit. Lycra suits should fit snug on the body with no wrinkles, gaps, or excessive room. Female suits should be given the strap test: The straps should not pull up more than a few inches from the shoulders. Male suits should cover the entire rear and should not ride up when bending into the starting position.

Lycra suits should fit snugly and be purchased in your exact size. *Do not size up for growth* – Loose fitting garments do not wear as well as those that conform to the body. With use, suits will begin to relax and go on more easily.

Polyester suits fit differently than Lycra suits: Polyester has slightly less stretch characteristics and therefore fits slightly looser than Lycra. As with all suits, your swimmer should try them on to ensure a proper fit before purchasing or wearing in the water.

### **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 e-mail us at [info@goswim.com](mailto:info@goswim.com). Team office hours are Monday - Friday from 9am – 5pm. Our retail locations may not be able to assist you with some questions and/or transactions.

### **Where are your Retail Locations?**

Our Bellevue retail location is 14100 NE 20th Bellevue, WA 98007 (West of the Overlake Sears & Fred Meyer area). Our Northgate retail location is 9596 1st Ave NE, Seattle, WA 98115 (South of Northgate Mall in Northgate Station near Silver Platters). For your convenience, our retail stores are open seven days a week - Expanded summer hours begin June 1st. Operating hours as well as directions from all areas available on our website [www.goswim.com](http://www.goswim.com).

(Note: Our Team office is by appointment only Monday-Friday from 9am-5pm.)

Retail phone numbers:  
Bellevue 425-747-1131  
Northgate 206-985-SWIM (7946)

*Thank you for your understanding – we appreciate your business!*