

FanWear FAQ

Q. How many orders will be placed each season?

A. There will be one order placed each season - **this year's order deadline is April 18, 2019.**

Q. How do I place an order?

A. The order form can be found through the link on the FanWear tab of our website or in the park clubhouse.

Completed forms and payments can be dropped off with the Uniform Manager (Netta), Uniform Assistant Manager (Michelle) or at concession.

Q. Can I place an order online?

A. There is no online ordering option for the 2019 season, however, order forms can be completed in Adobe and emailed to Uniforms@lakehillball.com with payments dropped off to the Uniform Manger, Uniform Assistant Manager or at concession.

Q. May I pay using debit/credit card?

A. Payments options for 2019 are cash, money order or personal cheque.

* NSF cheques will incur a \$25 fee; replacement payments inclusive of NSF fee must be provided in cash or money order prior to order being placed.

Q. Who do I make the cheque or money order payable to?

A. Cheques and money orders should be payable to Lakehill Little League.

Q. Are there samples of available items?

A. All items have a sample image with product information under the FanWear tab on our website. Some product samples will be available for viewing during opening ceremonies from 9am - 12pm in the clubhouse.

Q. How long does an order take to arrive?

A. Items should be ready within two-three weeks from the order deadline.

Q. How will I be notified of my order when it is ready to be picked up?

A. You will receive an email from the Uniforms department with a pick up date and time. FanWear items will be available for pick up in the clubhouse.

Q. May I cancel my order?

A. An order may only be cancelled prior to the order deadline (April 18th).

To cancel an order, you must email Uniforms@lakehillball.com with 'Cancel FanWear' in the subject line.

Q. If I am not satisfied with my FanWear, may I receive a refund?

A. As items are custom orders, refunds are not available.

If a product is defective or does not match your requested order, please email Uniforms@lakehillball.com with the details and 'FanWear' in the subject line.

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