

## **Storm Store Purchase Policy**

This policy outlines the guidelines for purchasing team gear from our Storm online store. This is to ensure a streamlined and fair process for all team members.

### **General Guidelines**

- The link to the online store will be provided to all team members and can be found on our team website.
- Orders can be placed at any time, but please be aware of any deadlines for special team orders (e.g., personalized warm-ups). These deadlines will be communicated via email and our team's communication channels.
- Orders will be fulfilled within 48 hours of receipt of payment. Some orders may be fulfilled immediately if the item is ordered from Sun Prairie East or Sun Prairie West and receipt of payment can be shown.

### **Returns and Exchanges**

- Exchanges for different sizes may be allowed on a case by case basis, but returns are not allowed.
- If an item is defective or incorrect, please let your coach or the Storm Aquatics store administrator know immediately.

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### **Sizing and Fit**

- Please consult the sizing charts on the online store's website before placing your order.
- We recommend attending one of our scheduled sizing events, which will be announced at the beginning of each season. This is the best way to ensure a proper fit for suits and other apparel.

### **Financial Responsibility**

- Team members and their families are responsible for the full cost of all gear purchased.
- All payments will be processed directly through the online store's secure checkout system. The team does not handle any financial transactions related to gear purchases.
- Order confirmation will need to be shown for order fulfillment.

### **Questions or Concerns**

If you have any questions regarding this policy, please contact our Storm Aquatics store administrator, Autumn Patrick (autumn.patrick@spstorm.com).