

# La Roca Uniform

## Frequently Asked Questions

### 1. How do I order my players uniform kit?

- a. Once the Team Manager emails the team spreadsheet to Scoreboard Sports they will update the system and send out emails to all players with a login within 48 hours. You will use this link that is specific to your player on that team to order the kit the team needs. You will select the uniform kit and then select the sizes you need for every single item in that kit.

### 2. Do the training shorts come in women's sizes?

- a. No - the black Liga training shorts only come in Men's and Youth sizes.

### 3. My players name or number is wrong - how can I change it?

- a. You can contact your Team Manager and they can update this information in the backroom login. If they can't figure out how to do it or aren't responding send an email to [uniforms@larocafc.com](mailto:uniforms@larocafc.com) with you players name and team name and we can get it fixed.

### 4. I want to order additional items besides just the uniform package. How do I add things to my order?

- a. Unfortunately there is no way to add individual extra items to your package order. Once you place your order for the full kit you can email [uniforms@larocafc.com](mailto:uniforms@larocafc.com) requesting a link to the individual store front and purchase any additional items you want excluding game day jerseys. Any items you purchase through this link will still have numbers and names printed on them like your original order. There is an additional shipping cost to purchase these individual items.

### 5. Can I get my last name stitched on my backpack?

- a. No - the only stitching done on the backpack is the player number.

### 6. I placed my order but I need to change sizes. Can I still do that?

- a. You have 48 hours to make any corrections needed to your order before it goes to be printed. There is no cost to make changes. Any change requests received outside the 48 hour window will be denied as Scoreboard will have already started processing and printing your order.

### 7. I already have a backpack and don't want to purchase another one. Can I purchase a package that doesn't include a backpack to save some money?

- a. If you add up the total of each individual item you will notice that you are getting the backpack free of cost. We can't remove the backpack from orders but if you

don't want the new one you can always attempt to sell it on the La Roca FC Uniform Swap Facebook page to try and earn money to help pay for the rest of your kit.

**8. When it asks for print name on my account what is that for?**

- a. The print name is the name you would like embroidered on the warm-up jacket. If the field is left blank then we use the last name listed on the player account.

**9. What will be printed on the uniform? Will my name be on everything?**

- a. The game day jerseys, training jersey, and game day shorts will have the player number printed on it. The warm-up jacket will be embroidered with the print name (or players last name if that field is left blank on the player's account). The backpack will be embroidered with the players number.

**10. I tried on a sample short sleeve keeper jersey but don't see that as part of the keeper uniform package?**

- a. Once you place your order for the full kit you can email [uniforms@laroca.fc.com](mailto:uniforms@laroca.fc.com) requesting a link to the individual store front and purchase the short sleeve keeper jersey as an additional item. Any items you purchase through this link will still have numbers and names printed on them like your original order. There is an additional shipping cost to purchase these individual items.

**11. I want to order additional socks how do I add them to my order?**

- a. Once you place your order for the full kit you can email [uniforms@laroca.fc.com](mailto:uniforms@laroca.fc.com) requesting a link to the individual store front and purchase as many socks as you want as additional items. Any items you purchase through this link will still have numbers and names printed on them like your original order. There is an additional shipping cost to purchase these individual items.

**12. I sent an email to uniforms@laroca.fc.com but I haven't heard back yet.**

- a. Emails are answered in the order they are received Monday-Friday between the hours of 9am-5pm MST. Please allow time for us to research your order before we respond.

**13. I received my order but the warmup and backpack are missing?**

- a. Items that have to be embroidered take an additional 1.5-2 weeks to be shipped out. Scoreboard sends out the rest of the uniform kit as soon as it is ready so players aren't waiting on the essential game play items.