

Dear Kalamazoo Kingdom SC Players and Parents,

Just like you and your family, our Gazelle Sports and Team Gazelle Family is adjusting to our new way of living and working during the current health crisis. This time has been a challenge for all of us but we are adapting every day. We are encouraged that another soccer season is upon us, and that players and parents will soon be able to return to playing and cheering for the sport they love.

We have made some adjustments to our ordering and fulfillment process for this season. These changes are based on our learnings from last summer, information from your club related to timelines, product deliveries from our vendors and our need to create a safe and functional workspace for our team within our distribution center.

Please review these important details before placing your order with us this year.

1. The Kingdom SC order deadline is **Monday, July 6th**.
2. Orders placed by the deadline will receive free shipping.
3. Orders received after the deadline will be charged a shipping fee of \$11.95.
4. We will process all orders for your club received by the deadline together. Previously, orders were fulfilled on a first in first out basis. We believe this change will allow us to deliver orders more efficiently and effectively to your club with more players receiving orders at the same time within a club.
5. If your order is not placed by the **July 6th deadline**, we will not be able to guarantee delivery of your product by your first date of play.
6. Your Team Gazelle Account Manager has been in consistent communication with club officials to learn your club timelines and first dates of play. We will base our order production schedule and delivery dates based on the information we have been provided by the club.

Your expected club shipment date is: August 19th

7. We will not be able to accept any returns for a refund this season. Should you need to make a size exchange, we will be able to do so on non-personalized items only (items without a name, number, or logo). If an item is found to be defective or incorrect due to our error, we will work with you on a replacement. Please connect with our customer service team at [info@gazellesportssoccer.com](mailto:info@gazellesportssoccer.com).
8. Fanwear items will not be available to purchase at this time. It is our goal to be able to offer fanwear orders closer to September. We will send you an email when those items become available.
9. Walk-in service at our distribution center will not be permitted.
10. You can access your custom catalog anytime at [GazelleSportsSoccer.com](http://GazelleSportsSoccer.com).

We are honored to be able to outfit your player for their upcoming season and appreciate your patience as we navigate this new landscape. Should you have any questions, please do not hesitate to contact us.

Sincerely,

John Korreck  
Team Gazelle Director

Joel Green  
Account Manager

Bryant Roos  
Account Manager

[Info@gazellesportssoccer.com](mailto:Info@gazellesportssoccer.com)