

FREQUENTLY ASKED QUESTIONS

How do I reach Customer Service?

If you have any questions regarding our services or products, you can e-mail us at info@sporticana.com or call us at 604-306-2757.

What are your customer service hours?

Our Customer Service Representatives are available to speak with you: Monday through Sunday 8:30 AM to 9:00 PM Pacific Standard Time.

Can you do a presentation for our club, league, or region?

Yes, call us at 604-306-2757 to make arrangements. Our hours of operation are Monday through Sunday 8:30 AM to 9:00 PM Pacific Standard Time.

What services does SPORTICANA provide clubs, teams and schools?

SPORTICANA provides extensive range of services to organizations so that clubs, teams and schools do not have to go out looking for one.

Our services include:

- Custom Uniform Design
- Screen Printing and Embroidery
- Logo Design and Artwork Conversions
- Equipment Rental and Repairs
- Tournament or event planning

We are partnering with companies out there to continually expand our range of services to cater to your needs.

Why should clubs and teams buy from SPORTICANA?

We recognize the need for clubs and teams to operate under certain budgetary constraints. SPORTICANA offers no frill - value priced training equipments and quality team uniforms to clubs and teams in Metro Vancouver.

We carry recognized national brands to new items that are making wave in soccer.

How can I get a sample?

Samples of uniforms and equipments are available upon request, but are limited to stock on hand and will be billed at current individual item prices. Some samples are not returnable.

However, you are welcome to call us to arrange viewing at no cost.

How long does it take to get the uniforms?

We like to have 10 days to complete a club order of 150 uniforms or more.

How much of a deposit do I need?

The required deposit on any order is 30% to 50%.

Are taxes, postage and shipping included in the prices?

All prices are quoted are inclusive of taxes, shipping and handling charges unless specified. We like to keep it that way so that you do not get a surprise when presented with a bill.

Shipping charges are based on weight, destination and priority. Orders are shipped via Canpar and Special Carrier. You can choose Overnight, Second Day Air or 3 Day Select and Standard.

What happens if I refuse a shipment?

If a shipment is refused, the customer will be charged for all freight and handling charges. A restocking charge of 10% will be applied. Any further orders will be prepaid only. All Custom orders are not returnable and therefore customer will be required to pay the bill.

What is your return policy?

All claims and exchanges must be made within 10 days of receipt of goods. We will not accept returns for cash. However, we will be happy to exchange your return goods or apply the credit towards a future purchase. On exchanges, the customer must pay all freight charges. Apparels with numbers, logos, or any other modifications may not be returned. We maintain the right to inspect returned merchandise to determine whether replacement or adjustments are valid. Be sure to inspect your merchandise. The merchandise left the factory in perfect condition. No returns will be accepted without our prior authorization. All returns must be shipped prepaid, no C.O.D. will be accepted. Any damaged goods may be returned, but must follow our Return Policy.

How do I know what size uniform to order?

We have made it easy to order uniforms for the entire team. Just use the Suggested Sizes by Division/ Age Group chart. This chart was designed to save time and the task of measuring each player individually. This chart is only a suggestion to sizing.

Can we do custom colors?

Yes, depending on the quantity and style.

Can we customize the styles?

Yes, depending on the quantity and style.