



# TEAM UNIFORMS ORDERS



EMFC Uniform samples will be available for try-on starting **May 22nd** at TURSI SOCCER EUGENE:

- ♦ **354 E 40th Ave. Eugene OR 97405**
- ♦ **Store Hours: Sun-Mon Closed, Tue-Fri 10am-6pm, Sat 10am-5pm**

EMFC Uniforms will then be purchased exclusively online at [tursissoccer.com](https://tursissoccer.com) on the [Eugene Metro Futbol Club](#) team page.

To help make the shopping experience with us [Tursi Soccer] as smooth & enjoyable as possible, we have created a guide with some useful information that you should keep in mind when placing an order with us:

- **Order processing time:** It typically takes about 7-10 business days for an order to be processed and completed. During the peak season (May- September), it may take up to 15 days. Please keep this in mind when placing your order. \*Customers have the option to ship their order to their home OR have it available to pickup at a Tursi Soccer store location.
- **Shipping time:** Timeframes associated with certain shipping methods during checkout (e.g. 2-day shipping) only apply once the order is shipped, and **do not reflect the ETA from when the order was placed**. It simply means that once your order is processed and shipped, it will take X number of business days to get to you.
- **Communication:** While we're always happy to answer any questions you may have over the phone, we can only do so much. For a better communication experience, we encourage our customers to email us at [onlineorders@tursissoccer.com](mailto:onlineorders@tursissoccer.com) instead of calling us.
- **Wrong item received:** If we have sent you the wrong item, we apologize for the inconvenience and will send you a return label for you to send the item back to us in brand new condition, with tags attached, and ship the correct item to you ASAP. **If the item has been used, we will have to charge you for it.**
- **Returns and exchange policy:** Once an item has been customized with names, numbers, and/or initials, it **cannot** be returned or exchanged.
- **Exchanges:** Customer is responsible for shipping costs associated with exchanging items. Respective charges will be invoiced via email.



## \*IN-STORE PICKUP

- A **second** confirmation email will be sent when your order has been fulfilled & is ready for pickup.
- Please have your order number ready when picking up your order.
- The email will indicate which store you should pick up your items from per customer selection.
- If order is picked up before fulfillment customer will have to wait in the store.



## \*DELIVERY

- Uniform delivered to your doorstep.
- Tracking number will be provided in the second email.
- If package is lost, contact your local USPS for more information
- Shipping fees are non-refundable.

We hope this guide is helpful and that you'll have a great shopping experience with us! If you have any further questions or concerns, please don't hesitate to contact us.



(541) 345-5960



[www.tursissoccer.com](https://www.tursissoccer.com)



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