

## **HOW DO I SUBMIT AN EQUIPMENT REQUEST?**

After you log-in to the catalog, you can peruse the different sections and add items to your cart. Once you are finished adding items, proceed to the checkout. **Do not** delay submission of the cart. It will cause issues if you wait to submit a cart. **Available quantities do not update once they are in your cart.** Please contact your Good Sports representative if you have any issues submitting.

## **WHEN WILL “X” BE AVAILABLE?**

Good Sports depends upon the generosity of vendors to donate items. We never know when we will receive a certain item nor do we know if we will ever receive it. We are different from a sporting goods store in that our inventory is not predictable. It is highly encouraged to continuously monitor the catalog. We will be proactive and reach out to programs when certain pieces of equipment arrive that may fit a need.

## **WHAT IS THE DONATION LIMIT?**

There is no limit on each of the six donations but we do have the following parameters:

- 1) You cannot request items for a sport that you do not offer.
- 2) Apparel requests may be a 1:1 ratio. Inflatables (e.g. basketballs) are a 1:15 ratio.
- 3) The quantity requested of a particular item must match up with the number of kids you serve. Example: You serve 500 kids. You cannot request more than 500 mouth guards.

## **WHAT IS THE SHIPPING AND HANDLING FEE?**

The equipment we donate is free. The shipping and handling fee offsets Good Sports' cost of distributing equipment. The fee amounts to 5% of the total donation value. There is no fee cap. This is a new fee structure effective 2/7/19.

## **WHY ARE THERE NO PRICES ON THE CATALOG? HOW DO I FIGURE OUT THE FEE?**

Good Sports does not sell equipment so we cannot list retail prices. Submitting an equipment request via the catalog is not a binding contract. Your Good Sports representative will reach out to you after you submit a request and you can certainly adjust if needed.

## **ARE THERE ANY REQUIREMENTS BEFORE I RECEIVE A DONATION?**

Yes. You will be required to sign a standard release form (essentially saying you will not sell the equipment and it will be utilized by the kids in the program) and pay the shipping and handling fee before we ship out the donation.

## **ARE THERE ANY REQUIREMENTS AFTER I RECEIVE A DONATION?**

Yes. You will be required to fill out an evaluation form for each donation. Your Good Sports representative will provide a link to the evaluation about a month after you receive the equipment. You will not be able to receive another donation until the evaluation is completed.