



Commonly asked questions regarding uniform sizing and ordering at soccerloco.com

1. Where and how do I order?

Place club uniform orders at www.soccerloco.com in the Team Room. For help in the order process, you can visit www.soccerloco.com/team-room-help or contact soccerloco Customer Service.

2. How long will it take to receive my order? When do I order by?

Club uniform orders can take between 3-4 weeks to deliver, although we recommend to plan ahead and order early (brand product delays are rare, but can happen). VAQ will communicate the launch date of the Club Store, and deadline date to order.

3. How do I know which items to order? What number am I?

Check with your team manager, coach, or club administrator for uniform requirements and player number. Items on the web store may indicate “required” or “optional” as well to help with this process.

4. How does sizing work?

It is recommended to try on each item, since there can be a variety of fits between tops and bottoms, even within the same brand. Even two unique Nike jerseys can fit differently. For VAQ, all tops, bottoms will be offered in YOUTH, MEN, or WOMEN.

Socks are based on shoe sizing:

S = shoe size 1-4 / M = shoe size 4-9 / L = shoe size 8-12

5. If I miss a sizing day or event, how do I get sized?

If the club does not have sizing samples it is recommended to check with a teammate with similar body type.

6. Do they shrink? How do I wash?

Polyester-based uniforms do not shrink. To help with the lifespan of the logo/number applications, it is recommended you wash on cold, inside-out, and lay flat to dry. Do not iron, and avoid putting in the dryer.

7. Can I buy extra uniform pieces, multiple sets, etc?

Yes, the soccerloco Team Room allows you to add specific quantities per item. You can also “Shop for a Team”, or “Shop Individual Items/Fan Gear” for a more ala-carte shopping experience.

8. What if I forget to order something or need something else later in the year?

The Club Store will be live and taking orders year round. Although it is recommended you place all your items together and early, you can certainly return to purchase more.

9. Can I return or exchange uniforms if they do not fit?

soccerloco Return Policy and other helpful links: <https://www.soccerloco.com/customer-service> . Any customized items cannot be returned, so be sure of your order details before placing your order.

10. If I have questions or an issue with my order, who should I contact?

Soccerloco’s Customer Service department: <https://www.soccerloco.com/customer-service>

Available Mon-Fri 8am-4pm PST via phone, live chat, and email.

11. How much is shipping?

Shipping cost will depend on the size of the order. Soccerloco is continuously taking steps to keep shipping cost as low as possible. If you select “in store” pick up there is no shipping charge.

12. What is the difference between shopping in the Team Room and just shopping at soccerloco.com?

The Team Room is where you will find the Club Store, complete with all official club wear. Soccerloco.com is where you can find all your other footwear, equipment, and apparel needs.

13. MORE FAQ

More frequently asked questions can be found at <https://support.soccerloco.com/hc/en-us>