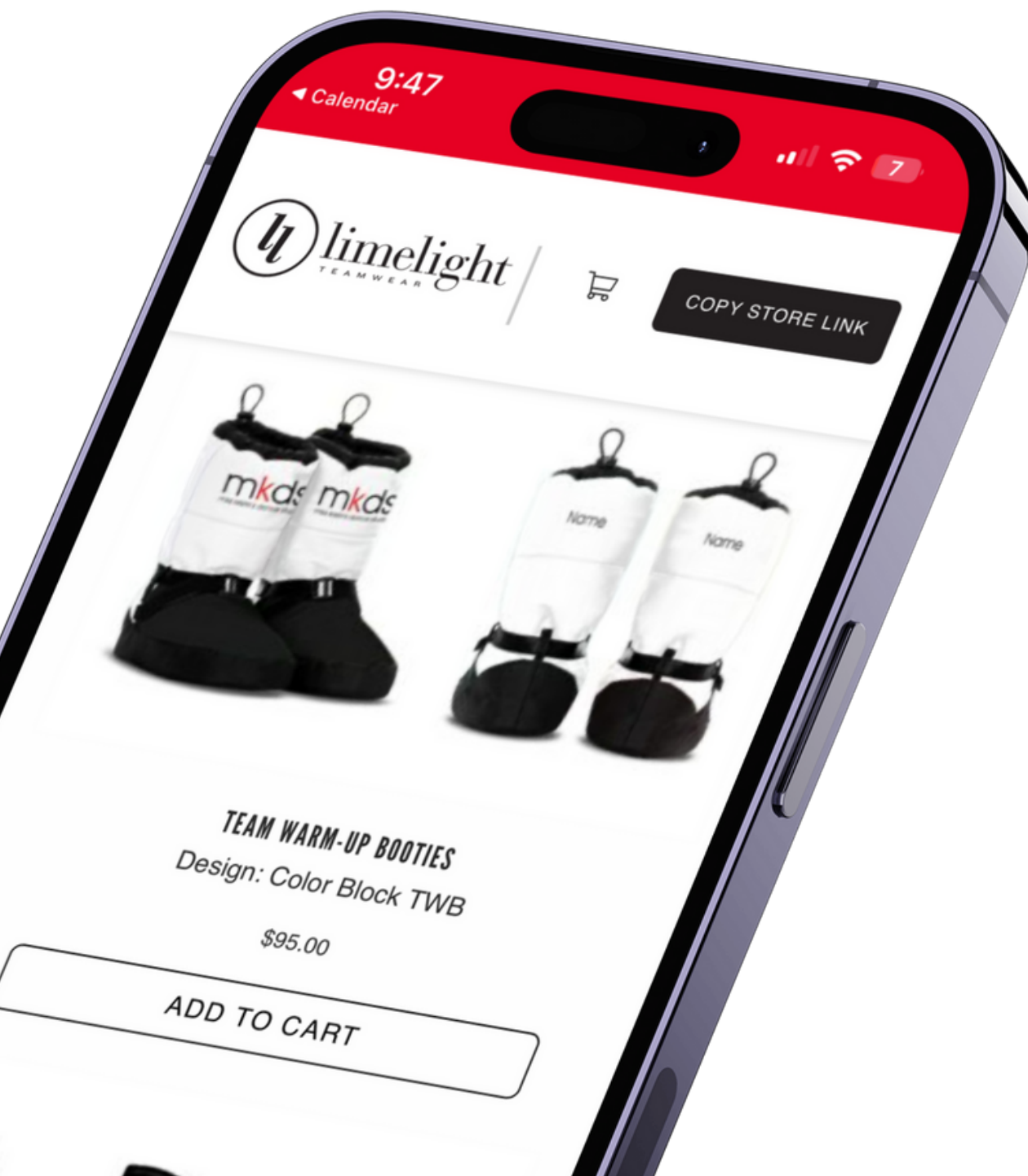


limelight
TEAMWEAR

TEAM SHOPS FAQ



For Parents and Family Members

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GENERAL QUESTIONS



What is a team shop?

A team shop is a customized online store where families can purchase team-specific and Limelight custom designed apparel and merchandise for their dancer or athlete. It's offered for a limited time and may showcase required items as well as branded apparel selected by your team owner.

How do I access the team shop?

You'll receive a link from your studio or coach.

Who manages the team shop?

Team shops are managed by your studio/coach in partnership with Limelight Teamwear. If you have questions about the shop or products it is best to contact your studio/club administration for support.

ORDERING & DEADLINES



When can I place my order?

Team shops typically have a limited ordering window (e.g. 2 weeks). After that, the shop closes and no further orders can be placed. Please be sure to order before the deadline.

Can I order after the shop closes?

Usually not. If you missed the window, contact your studio to see if alternate options are available.

Will there be another shop later in the season?

Some teams offer multiple shop openings per season. Your studio will communicate if/when another round is planned.

SHIPPING & DELIVERY



When will I receive my order?

Orders are processed after the shop closes, not at the time of purchase. Expect delivery in **6-8 weeks** after the shop closes. Delivery can be longer during peak seasons. Shops that close after September 30 will not be guarantee Christmas delivery. Please contact your studio/club administration for when your Team Shop closes.

How will my order be delivered?

All orders are shipped directly to your studio/club. Once they arrive, your team will handle distributing them to you.

SIZING & FIT



How do I know what size to order?

A sizing chart is available on the Limelight Teamwear website <https://www.limelightteamwear.com/fit-guide/>. Some teams offer sizer sets or samples at the studio. Please ask your studio if that's an option.

What if I order the wrong size? Can I exchange it?

Because items are custom-made, exchanges and returns are **not available** unless there's a defect. Please **double-check sizing before ordering**.

CUSTOMIZATION & PRODUCTS



Are items customizable with my dancer's name or number?

Some items (like jackets or bags) offer personalization with a dancer's name for an additional \$10 per name. If customization is available, you'll see this option on the product page when adding the item to your cart. You can confirm that your personalized name was added by checking that the \$10 name fee appears in your cart/checkout. **Please note:** During checkout, you'll also be asked to provide your child's name so your studio/team can identify the order. This name is **only for order tracking** and will not be added to the products. If you'd like your dancer's name on an item, be sure to select the personalization option on each product page when ordering.

Are these items required or optional?

Your studio will clarify what's required for team participation.

Can I order spirit wear for myself or other family members?

Yes! Most team shops offer spirit wear for parents, siblings, and supporters. You're encouraged to show your team spirit!

PAYMENTS & POLICIES



What forms of payment are accepted?

You can conveniently pay by credit card when you checkout.

Can I make changes to my order once an order is placed?

Because all items are custom-made, orders are final once placed. We're not able to edit sizes, add names, or change products after checkout.

Are sales final?

Yes. Because the items are made to order, all sales are final unless there is a manufacturing defect or vendor error.

Who do I contact if there's a problem with my order?

For any assistance, kindly contact your studio directly.