

# Jerseys - Frequently Asked Questions



## Does my child have to have a jersey to participate?

- This jersey is required for **Soccer, Baseball/Softball, Flag Football, and Volleyball** leagues only; it is **not required for clinics**. The jersey from **Augusta Sportswear** is **mandatory** in order to participate in these sports.
- **Basketball participants do not need to purchase a jersey**, as they will receive one from the **Spurs Youth Basketball League (SYBL)** at no extra cost.

## How do I get a jersey for Basketball?

- All basketball league participants will receive a jersey from YMCA once the bulk order is received from **SYBL** at no additional cost.

## Why am I responsible for ordering the jersey myself?

- Ordering your child's jersey directly from our vendor helps to **avoid sizing mistakes**, allows for **direct delivery**, and ensures **faster receipt** of your jersey.

## When will I get my jersey?

- Your jersey will be delivered **directly by mail from Augusta Sportswear**, approximately **7-10 business days** after your purchase.

## How long can my child use the same jersey?

- The jerseys can be used over a **two-year span**.
- The **current jersey model is valid from Spring 2025 through Winter 2027**.
- A new jersey model will be required for **Spring 2027**
- A replacement jersey is only needed before **Spring 2027** if your child **outgrows or loses it**.

✉ For any additional questions, please contact: [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)

---

### How much does the jersey cost?

- The cost of the jersey is **separate from the league registration fee**. Your purchase will include a **shipping fee** and a **small processing fee**.
- 💰 **Multi-Sports Jersey: \$20 (\$21.78 total)**
- 🚚 **Shipping Fee: \$5 flat rate per order**

---

### Can I reuse old jerseys?

- ❌ No, jerseys ordered **prior to the Spring 2025 season cannot be reused**, as the **colors and style will not match**.

---

### Can I play if I do not purchase the jersey?

- ❌ No, the jersey from **Augusta Sportswear** is **mandatory** in order to participate.

---

### Where can I purchase my jersey?

- A store link will be provided to you by March 7<sup>th</sup>. It will be sent via email.

---

### Will my Financial Assistance discount apply to my jersey purchase?

- ❌ No, Augusta Sportswear is a **separate entity**, so **YMCA discounts cannot be applied** to the cost of the jersey.

---

### What happens if I order the wrong size?

- If you order the wrong size, you can **contact Augusta Sportswear for a free exchange** at [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com).
- ✅ If you **return the incorrect uniform to the YMCA**, we will **not bill you** for the replacement.

---

### What happens if my package is lost or stolen during shipping?

- If your package is lost or stolen, **contact Augusta Sportswear at [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)**.

📦 A **one-time free replacement** may be issued if your package is lost or stolen.

---

### Can I choose my own player number?

- ❌ No, all jersey numbers are **preprinted and assigned randomly**.

---

### What sizes are available?

- 📏 **Youth: XXS – Large**
- 📏 **Adult: Small - 2XL**
- 📏 **Sizes 3XL and 4XL are available only via custom order from the YMCA.**

---

✉️ For any additional questions, please contact: [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)

## YMCA Ship to Home - Frequently Asked Questions



---

### How do I order a jersey?

- Parents can order jerseys directly from our **online store** using a **credit or debit card**. A store link will be provided once available.

---

### How long does it take to receive my order?

- Normal processing time: **3 to 5 business days**
- Shipping time: **2 to 3 business days**
- Average total time: **5-7 business days**
- **First Season Exception:** All jerseys will be shipped **two weeks prior to the season start** due to the transition to the new system.

---

### Where will my jersey be shipped?

- Your jersey will be shipped **directly to your home** via **FedEx Air**.

---

### What if I order the wrong size?

- If you receive the wrong size, you can **exchange it for free**.
- Return the incorrect jersey to the YMCA; we will not bill you for the replacement.
- **Contact Augusta Sportswear at:** [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)

---

### What if my package is lost or stolen?


- **One-time free replacement** will be issued if your package is lost or stolen.
- **Contact Augusta Sportswear at:** [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)

For additional questions, please contact Augusta Sportswear at [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com).

- 


---

### Can I change my shipping address after placing the order?

- If possible, Augusta Sportswear will **reroute your package**. If it cannot be rerouted, they will send a **one-time courtesy replacement**.
-  If address issues persist, future replacements may require additional charges.

---

### Can I return my jersey for a refund?

-  **All sales are final.** Exchanges are only available for incorrect sizes or lost packages.

---

### What happens if the YMCA cancels the season or my age division?

-  **Parents will receive a refund** after confirmation from the YMCA.
-  Jersey is to be returned and the YMCA will be billed for the jerseys in this case.

---

### Can I choose my child's jersey number?

-  No, all jersey numbers are **preprinted and assigned randomly**.




---

### Can I rush my order or choose overnight shipping?

-  No, rush processing and overnight shipping are **not available**.





---

### What sizes are available?

-  **Youth:** XS – Large
-  **Adult:** Small - 2XL
-  **Sizes 3XL and 4XL are available only via custom order from the YMCA.**

---

### How long can my child use the same jersey?

-  Jerseys can be used over a **two-year span**.
-  The **current jersey model is valid from Spring 2025 through Winter 2027**.
-  A **new jersey model will be required for Spring 2027**.
-  A replacement jersey will only need to be purchased **before Spring 2027** if your child **outgrows or loses it**.




---

### When is the online store open?

- The online store is open **year-round**, but will **close for 48-72 hours between seasons** for updates.

---

### When is customer service available?

-  **Monday - Friday:** 8:00 AM - 5:00 PM (Eastern Time)
-  **Contact Augusta Sportswear at:** [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com)
-  **Emails sent outside business hours (including weekends) will be addressed on the next business day.**

---

For additional questions, please contact Augusta Sportswear at [ymca@augustasportswear.com](mailto:ymca@augustasportswear.com).