PRESTBURY BOWLING CLUB: CLUB CLOTHING 2025: Frequently Asked Questions!

(1) How do I order the items?

Complete the <u>Order Form</u>, copy on our website and in Clubhouse, ensuring that sizing is correct, and then all forms will be taken to our supplier, Solutions, who are based nearby. Solutions will then send to you, via email, an <u>Order Confirmation</u> for you to double-check all details. When all details are confirmed as correct, this is when you need to pay (see question 2), and then Solutions will process the order which will be ready for collection in 7-10 days.

(2) How do I pay for the items?

You can pay Solutions via bank transfer or by credit card over the phone. You can also go to the Solutions shop, which is nearby, to pay there via credit card, cheque or cash.

(3) How do I collect the items?

When items are ready for collection, Solutions will email you or call you. All items are to be collected from the Solutions shop. There is room for parking outside the shop.

(4) Where is the supplier, Solutions Workwear, based?

Solutions are based just off the Silk Road, turn off at the McDonalds roundabout, near Macclesfield. <u>Address</u>: Solutions Workwear, Unit 9 Sunrise Business Park, Hulley Road, Macclesfield, SK10 2LP.

(5) Who are the main contact names at Solutions?

Nikki Wood runs Solutions and is our main contact. Nikki is supported by Kate Tombs.

Tel: 01625-429423 and email: info@solutionsworkwear.co.uk

(6) Are any of the items a 'Ladies Cut'?

The short-sleeved Polo shirts (all 3 colours) are available in a Ladies cut. All other items are unisex fit.

(7) What material are the Polo shirts made out of?

Short-sleeved Polo shirts are 35% cotton and 65% polyester (polycotton). Long-sleeved Polo shirts are 50% cotton and 50% polyester (polycotton)

(8) What material are the Jumpers made out of?

All jumpers are 55% cotton and 45% acrylic.

(9) Are the Gilet and Quilted Jacket waterproof?

Gilet and Quilted Jacket are 'Showerproof' not fully Waterproof.

(10) Are all the items Machine Washable?

Yes. All clothing items are machine washable. See wash-care labels for details.

(11) Can I return an item if it doesn't fit?

No. Once an item has been ordered (with Club Crest) it can not be returned or exchanged.

It is important that item sizes are checked for related chest sizes before ordering. (see Qu. 12).

(12) <u>Can I try on items at the Solutions shop if unsure on sizing?</u>

Yes. But <u>please call Solutions at least 24 hours before you want to go in</u> and try items on. This will allow them to order the relevant samples before you arrive.

(13) <u>Do the prices shown include the cost of the embroidered Club Crest?</u>

Yes. All prices quoted are inclusive of the cost of the embroidered Club Crest.

(14) Can I have my own garment embroidered with the Club Crest?

No. Solutions will only embroider our Club Crest on our list of Club Clothing range items.

(15) Can I order items later in the season, after the Launch Event?

Yes. In our Clubhouse, and on our website, we will have Order Forms for completion at any time. When forms are completed, they will be taken to the Solutions Shop who will then be in touch with you to confirm the order details before moving on to payment.

(16) Who has been working on this Club Clothing project?

Peter Walsh, Stella Miller, Jayne Roberts and Alan Heaton.

(17) Why don't the clothing items state that this marks the Club's 25th Anniversary.

From the initial feedback received in the Club Clothing Questionnaire, the majority of members did not want '25th Anniversary' printed on the clothing.

The Silver colour used in the Club Crest is a discreet 'nod' to our Club's 25th Anniversary.