



Report a Merchandise Issue

A League Operator's Guide to Handling Order Issues in
League Central



RCXsports

Submitting an Order Issue

What to do when merchandise from an order is missing, damaged, or wrong

What This Guide Covers

Sometimes an order doesn't show up the way it should. This guide will show you how to handle these issues through League Central.

Applicable Order Issues

- Missing item(s)
- Damaged item(s),
- Incorrect/wrong Item(s) Received
- Damaged Box

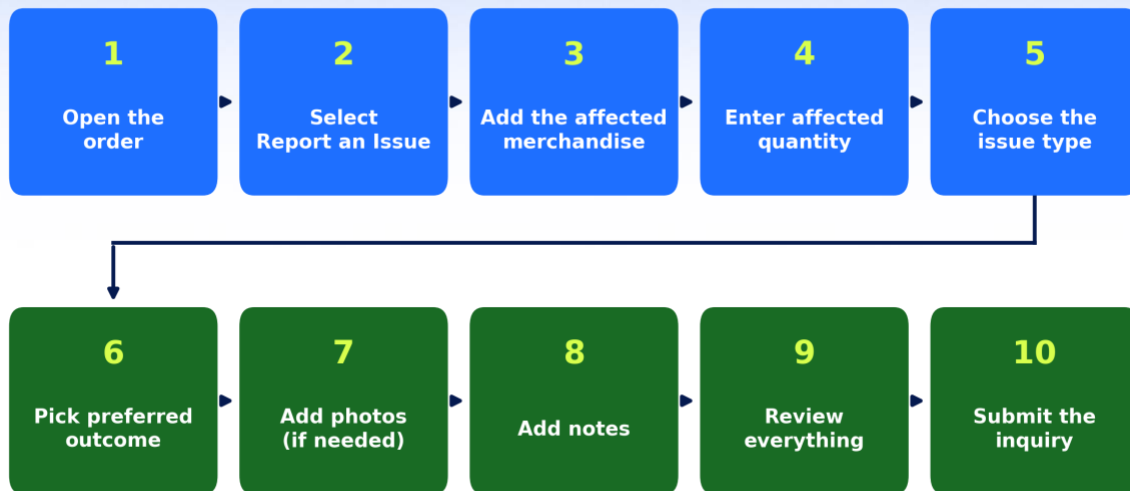
Before You Start, Make Sure:

- You can access [League Central](#) and find the order in question.
- Once logged into League Central, click on the “Orders” tab to locate your orders
- You know which item or items are affected, and how many units.
- You have photos ready if your issue needs evidence, like a damaged item or box.
- Good to know - lettered jerseys show up as their own line, one per player, so the right name always stays attached to the right item.

How to Submit an Order Issue

Once you've confirmed the order and gathered what you need, the flow itself is quick. Here's the whole thing, start to finish.





1. Open the order in League Central. Find the order that has the affected merchandise and confirm it's the right one before you start. Click “View” next to the order to open the order details page.

2. Select Report an Issue. You'll find this on the order detail page. Starting from the order keeps everything connected to the right organization, order, and items.

3. Add the affected merchandise. Search for and add the item or items from that order. Only items on the selected order are available to add. If something won't add, it may already be covered by an open inquiry or a proactive notice from RCX.

4. Enter the affected quantity. Enter only what's impacted, not the full amount you originally ordered. If 5 were ordered and 2 are missing, enter 2. If part of the item is already covered by an existing inquiry, the system may cap what you can enter.

5. Choose the issue type. Pick whichever best describes the problem: missing, damaged, wrong item, and so on. The options available in the next steps can depend on what you choose here.

6. Pick your preferred outcome. Replacement, Credit, No preference, or “Please contact me.” Note: This is a preference, not a decision. Customer Service reviews the issue and makes the final call.

7. Add photos, if you have them. This matters most for damaged or incorrect items. Clear photos that show the issue and the item help Customer Service move faster.

8. Add notes. A few concise details go a long way: what's wrong, how many items are affected, any player or lettering details, and anything you've already tried.

9. Review everything. Double check the order, items, quantities, issue types, attachments, and notes before you submit. Accurate quantities help avoid delays down the line.

10. Submit the inquiry. Your Order Issue goes to Customer Service for review.

What Happens After You Submit

- The inquiry shows up in your order and inquiry history.
- You can see status for each affected line.
- Customer Service reviews the inquiry and decides how to resolve it.
- You won't approve, deny, or decide the remediation yourself. That part is on Customer Service.

Tracking Your Inquiry

You can find any inquiry you've submitted from your order or inquiry history in League Central. Status is shown in plain language:

- Submitted / Under review – Customer Service has it and is working through it.
- Partially resolved – some lines are done, others are still in progress.
- Resolved – the inquiry is complete.
- Pending credit – a resolution is in motion and will land shortly.
- Awaiting remediation – approved and waiting on the next step, like a replacement shipment.



Proactive Notices From RCX

Sometimes RCX spots a shortage before you do. If that happens, you'll see a proactive notice letting you know RCX is already on it. There's nothing to file. Just review the notice and move on.

- Don't submit a duplicate inquiry for quantities already covered by a proactive notice.
- Select View Details to check status any time. These are read only and don't need any action from you.

Why an Item Might Be Blocked

League Central protects against the same quantity being reported twice while work is still open on it.

Fully covered



Can't be reported again

Partially covered



Only the remaining 4 can be reported

- Fully covered items can't be reported again.
- Partially covered items only let you report what's left.

Quick Reminders

- Submit from the correct order.
- Only select the merchandise that's actually affected.
- Enter the affected quantity, not the original order quantity.



- Add clear notes and photos whenever you can.
- Skip duplicate issues for anything already covered by an open inquiry or proactive notice.
- Check League Central for status updates after you submit.
 - [Here is what it looks like in League Central if a replacement order is shipped to you](#)

Need More Help?

- [View the step-by-step video walkthrough of the process](#)
- Contact Customer Service for additional support:
 - Jr. NBA/Jr. WNBA Leagues – info@jrnbaileagues.com
 - MLS GO – support@mlsgo.com
 - NFL FLAG – info@nflflag.com
 - NHL STREET – support@nhlstreet.com

