

Processing and Shipping Timelines

We understand how important it is for your organization to receive equipment on time. This document outlines our standard equipment processing and shipping timelines, so you know what to expect after placing an order and how to plan confidently for your season.

All orders are fulfilled from the RCX Fulfillment Center in Sylvan Lake, MI. Our team will work to fulfill these orders as quickly as possible in the order they are received. If any order processing delays occur during peak season (Spring: February – April, Fall: August – October) it will be communicated on League Central and the League Operator Facebook Group page(s).

RCX Fulfillment Center Hours:

- Monday – Friday 8:00 AM – 4:30 PM (EST)
- Holiday hours and closures will be posted on your League Central home page and the Operator Facebook page

Bulk Orders:

- Orders received after 10 AM (EST) – are next business day orders
- Bulk orders (less than \$5,000) require 2 business days for processing
- Bulk orders (\$5,000 or more) require 3 business days for processing

Expedited Shipping:

- Expedited shipping orders must be submitted by 10:00 AM (EST)
- Orders submitted after 10:00 AM (EST) will not ship on the same day
- Orders over \$5,000 require an additional business day for processing and will NOT ship on the same day
- Expedited shipping does NOT deliver on Saturday or Sundays. Only Standard Ground residential shipping delivers on Saturdays

Pack by Team (without lettering):

- Orders placed with Pack by Team selected, require 3 business days for processing (without lettering or patches)

Pack by Team (with lettering/customization):



- Orders placed with Pack by Team and lettering/customization combined, require 8 business days for processing

Lettering, Patches, and Customization:

- Customization adds an additional 7 business for processing
- Once the order is submitted, the lettering order is immediately placed and cannot be canceled or changed
- NHL STREET order requires an additional 7 business days for processing

UPS Tracking Numbers:

- Tracking status updates once the package is scanned at the UPS facility
- Tracking numbers are on the home page of League Central

Bulk Orders needed for Friday delivery:

- Orders for Friday delivery **MUST** be placed before 10am EST Thursday of that week with UPS standard Overnight Shipping Selected
- Orders over \$5,000 **MUST** be placed before 10am EST Wednesday of that week and UPS Standard Overnight Shipping Selected

Canadian Orders:

All shipments to Canada are dependent on customs processing. RCX Sports is not liable for customs-related delays.

- Processing times are the same as all U.S. orders
- International Ground – allow 7 business days for shipping
- International Economy – allow 4 business days for shipping
- International Priority – allow 3 business days for shipping

UPS Delays:

- After an order ships, delivery timelines are determined by the selected UPS service level. In rare cases, UPS may experience delays related to weather, high shipping volume, or service interruptions. When this occurs, delivery dates may extend beyond the estimated timeframe provided at checkout. This is out of RCX Sport's control

