



Order Exchanges & Issues

Policy and Information for Handling Order Issues



RCXsports

Order Exchanges & Issues

This document outlines the steps to follow if you need to request an item exchange or handle an order issue (missing, wrong, or damaged item) from your shipment.

Inventory of Orders Upon Arrival:

- Inspect all boxes upon delivery
- Open and organize inventory, separate items by team, item and size
- Verify packing list, count all items and compare them against the provided packing list (not your spreadsheet) Note that balls are often packed beneath other merchandise, so check thoroughly
- Record any discrepancies, missing or damaged items.
- Do NOT hand out merchandise to teams or coaches until everything has been counted and verified.

For additional tips, reference our [Inventorying Orders Best Practices Guide](#)

RCX Exchange Policies:

- RCX Sports has a **No Refund Policy** on equipment orders.
- One-time (1) exchange per season order.
- Exchanges must be reported within 30 days of the original order.



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- \$25 exchange fee for restocking, processing, and shipping costs up to 10 items. Exchanges over 10 items will be \$5 charge for each additional item
- A limit of 20% of the current season's order can be exchanged.
- League operator is responsible for returning shipping to RCX Fulfillment Center.
- Items can only be exchanged for items of matching value
- All items must be in new and unworn condition
- Exchange shipments will be processed once the original items have been received and checked by the RCX Staff.
- Allow 2 – 3 business days for the exchange to be processed once it arrives at the fulfillment center.
- Exchange shipments back to operator are shipped with Ground Shipping only.
- No express shipping is available.

How to Request an Exchange:

1. **Go to League Central.** Log in to your League Central account.
2. **Go to Your Orders Summary Page.** Select the “Orders” option in the top navigation menu
3. **Find the Impacted Order.** Locate the order that has the affected merchandise and click “View” next to the order to open the order details page.
4. **Select Request Exchange.** Click the button, and it will open the Exchange Form
5. **Complete the Form.** Fill out all necessary fields



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6. **Email the Completed Form.** Send to the email address specified on the form
7. **Print the Form.** Print a copy and include in the box/package you ship back with the items being exchanged
8. **Ship Merchandise.** Package and ship your merchandised to be exchanged, along with the printed copy of the exchange form to the address specified on the form

Order Issues (missing, wrong, or damaged items):

If your order includes items that are incorrect/wrong, damaged or missing, please submit an Order Issue in [League Central](#).

[How to Submit an Order Issue](#)

Need More Help?

Contact Customer Service for additional support:

- Jr. NBA/Jr. WNBA Leagues – info@jrnba leagues.com
- MLS GO – support@mlsgo.com
- NFL FLAG – info@nflflag.com
- NHL STREET – support@nhlstreet.com

