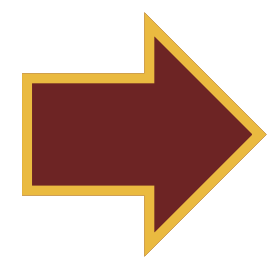
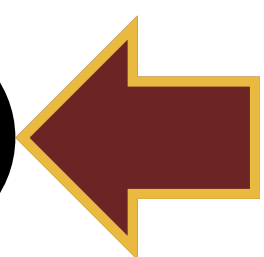




# 2023/2024 SOFTBALL NEW BALANCE ORDERING



USE A LAPTOP OR DESKTOP FOR ORDERING (IF POSSIBLE)



## BASIC ORDERING PROCESS

A Personal Player Link will be sent to the email address you indicated for New Balance ordering. Check spam and junk mail. The email you indicated is linked to the order and you will have to create a new or use an existing account (if the email is already tied to your existing account). You can reset your password if needed on an existing account. If you have not received your link, please contact customer service at 1-844-628-3267 (call or text). They can resend the link to the email. Customer service hours M-F 9 am -9 pm, Sat and Sun 9 am - 6 pm (all hours are EST). If you need to change your email address for any reason, contact us at [gear@texastwelve.com](mailto:gear@texastwelve.com) to request the change.

## MANDATORY ITEMS TO PURCHASE FROM THE NEW BALANCE SITE

- 3 jersey tops
  - one maroon pinstripe
  - one black
  - one white
- 1 maroon pinstripe pant
- 1 practice shirt
- 1 pair of shoes

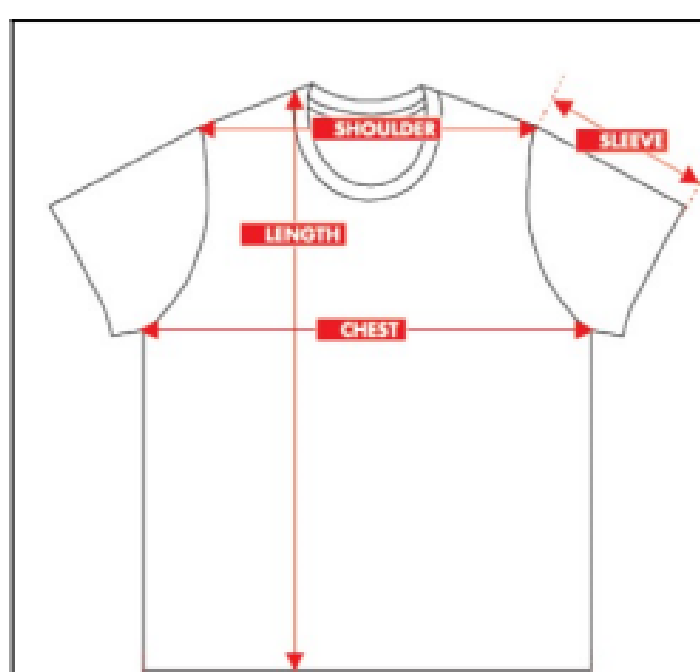
- white turfs or cleats
- order turfs OR cleats if available - if unavailable, any shoe on the site will satisfy the requirement

Please note: The mandatory list is also at the top left of your order site. It will show the number of items you have ordered. Because the site offers youth and adults, the mandatory items added to your cart may NOT always accurately reflect what you are required to purchase. If you have all the mandatory items for your player in your cart, then you are good.

## JERSEY AND PANT SIZING

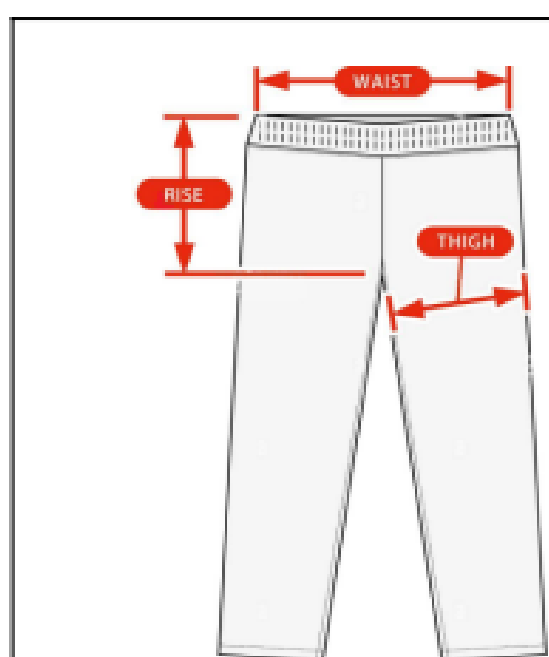
### SOFTBALL UNIFORM SIZING CHART

All measurements are to the nearest 1/4 of an inch



	Chest	Length	Shoulder	Sleeve
YXS	13.5	21	12	8
YS	14	21	12.25	8
YM	15.75	23	13	8.5
YL	16.5	25	13.5	9
YXL	17	26	14.5	9
AXS	17	23.5	14.25	7.5
AS	18	24	15	8
AM	19	25	15.5	8.5
AL	21	26	16.5	9
AXL	22.5	26	17	9

\*\*\*Please note\*\*\* The full button down jerseys will run up to 2 in wider and 1 in longer than other jerseys.



	Waist	Rise	Thigh
YXS	11.75	7.25	7.5
YS	12.5	8	8
YM	13.5	8.75	8.5
YL	14.5	9.5	9.75
YXL	15.5	10	10
AXS	13.5	9.25	9
AS	14.5	10	10
AM	15.5	10.25	10.25
AL	17.5	11	11.25
AXL	19.5	11.5	12.25

These measurements are for the custom pants. Please see the New Balance website for sizing of stock pants.

## JERSEY AND PRACTICE SHIRT ORDERING

- There are different links for youth and adult items. Click the CORRECT one. Your player number is already automatically generated (indicated at the top of your personal store).
- Practice T: Tech-t style may say men's tech-t, but the sizing runs very similar to the jerseys. New Balance recommends that you order the same size practice shirt as jersey size regardless of the men's description.

## SHIPPING

- Blank goods ship to you shortly after the order as long as they are in stock.
- Screen print items ship to you - currently 4-6 weeks from store close.
- Jerseys DO NOT ship to you. They ship to a rep for your location - currently 5-6 weeks from store close.
  - Please ignore any NB emails with shipping dates or info regarding jerseys as they are incorrect. Please do NOT contact UPS regarding your jersey shipment.
  - Distribution TBD.

## PAYMENT

- **Your card will have multiple charges!** Blank, screen print, jerseys will ALL have separate charges.
- This may red flag your bank. They will place pending charges on different types of items, and the pending charges will drop off after 7-10 days.
- If you reject the pending charges or the bank rejects the pending charges, New Balance will attempt the pending charges again.
- The actual charges will hit your account when the items are shipped.

## OTHER ORDERING OPPORTUNITIES

- Blank and screened New Balance goods will be offered monthly.
- There is a 24/7 blank goods store available. Website will be provided to you via email or new your member packet.
- We will offer additional "fan gear" and other items from different vendors periodically.

## QUESTIONS OR ISSUES??

- Questions or issues with screened orders? Contact Customer Service at 1-844-628-3267 or email them at [CustomerCare@newbalanceteam.com](mailto:CustomerCare@newbalanceteam.com). Have your NB confirmation number ready if you have questions about your order.
- ONLY blank apparel and shoes are eligible for exchanges. Custom/Screened items ARE NOT eligible for exchanges unless defective. Call customer service.
- Customer service hours M-F 9 am-9 pm, Sat and Sun 9 am-6 pm. All hours are EST.