

Welcome to the Summer 2010 swim season! This year Sylvia's Swimwear is excited to introduce our new online ordering system, My Teams™. We understand this system is new to many of you and have created this form to help answer some of the questions you may have.

Do I have to place my order online?

YES. All orders for custom products must be placed online at goswim.com by your team "order deadline" date. Orders will no longer be accepted for custom logoed products at team fittings. Suits may be purchased the night of the fitting or online by the team "order deadline". If you already know your size, early ordering on the website allows us to better plan, potentially avoiding out-of-stock situations.

How do I order online?

Ordering instructions are included in this handout. Reminder, all orders must be placed by the "order deadline" for custom products and lowest pricing.

Should I order if I don't know my child's size for custom apparel?

NO. Members are strongly encouraged to size before ordering, as all custom products are neither returnable nor exchangeable. Apparel sizers will be available at your team fitting.

What do I do if I have ordered the wrong size?

Please check your orders over carefully as all-custom orders are final – No cancellations, returns, exchanges or refunds are accepted. Please size your child before ordering. Suit returns and exchanges will be accommodated at the fitting, subject to availability. However, large numbers may congest the fitting, so again we ask members not to place online orders if size is undetermined. Only store credit will be issued for WEB orders returned to retail locations. Visit the Returns section of our website for full return policy.

When will I receive my order?

All custom orders are processed together after the "order deadline" and will be delivered upon completion, typically 3-6 weeks after the "order deadline" shown. Subject to availability, non-custom My Teams™ orders, placed up to 48 hours before fitting will be available at the cashier for will call.

Where are your retail locations?

Bellevue retail is located at 14100 NE 20th Bellevue, WA 98007 and Northgate is located at 9596 1st Ave NE, Seattle, WA 98115. Operating hours as well as directions from all areas are available at goswim.com.

Who do I contact if I have further questions?

Contact your team representative first. If they can't answer your questions, please call our team office 425-556-9867 or email us at info@goswim.com. Team office hours are M-F from 9am-5pm. Our retail locations may not be able to assist you with some questions and/or transactions.

*Thank you for your understanding – we appreciate your business!
Sylvia's Swimwear*



SYLVIA'S SWIMWEAR

Team & Catalog Sales

Phone: 425.556.9867 · 1-800-551-9867

Fax: 425.556.0308 · 1-888.551-9867

www.goswim.com

Your team will be using My Teams online ordering from Sylvia's Swimwear. Please visit www.goswim.com and place your order before the team Order Deadline listed below.

Team: [Normandy Park Swim Club](#)
Team Rep: [Leigh Fenster](#)
Rep Email Address: leighfenster@comcast.net
Team Fitting: [5/7/2010 5:00pm-7:00pm](#)
Order Deadline (midnight PST): [5/10/2010](#)
Team recommended FREE delivery option: [Ship to "Normandy Park"](#)
Team Code (case sensitive): [NPSC](#)
Team Password (case sensitive): [npscswim](#)

Ordering Instructions:

- Size your swimmer(s) for products you plan to order and record sizes on the next page.

Sizing information listed on our website is provided strictly as a general guideline only. Teams are sized via sizing kits, team fittings or at a Sylvia's location. Note that all products are not available at all locations at all times. If you will miss your team fitting, contact your team rep or Customer Service with questions on where to size ahead of time. Sizing is important as customized products may not be returned or exchanged, and products that are exchangeable may no longer be available.

- Visit the [My Account page](#) at www.goswim.com and create a new account or log into your existing account.

- Under Join a Team, enter the [Team Code](#) and [Team Password](#) provided above.

Note that all entries are case sensitive. A message should appear confirming that you have successfully joined the team and the team will appear under My Teams.

- Click on [Team Store](#) to begin shopping.

All products are displayed in a rapid order format. If you wish to see additional information for a product then click on the product name.

- Select products and sizes desired and [Add to Cart](#). Please be sure that you have sized for all items ordered.

Custom products may have an option for a logo and/or name. If you desire a logo then be sure the [Add Logo](#) box remains checked when adding to your cart. Names are automatically added when any entry is made into the [Add Name](#) box. Note that commas, apostrophes and other characters may not register on your order. Please note any such special characters in the Special Instructions box during checkout. **Check your order carefully as all custom orders are final – No cancellations, returns, exchanges or refunds.** For Custom Name Caps, click on the item name for specific instructions when ordering this product.

- In addition to your team specific items, you may wish to browse our site for other optional discounted items such as practice suits, goggles, caps, swimmers shampoo and more. Any additional products from our website may be added and delivered with your order subject to availability.

- Follow the online instructions for Checkout to complete your order. In the Ship to Information section you will have the option of selecting to ship FREE to your team rep or direct for a FEE to an address you choose such as home.

Note that all shipping charges are non-refundable and return shipping is responsibility of customer. Your team recommended delivery option is listed on this page. Tip: When shipping to your team, you can change the First and/or Last Name to your swimmer if desired. Free ship to team option only available through "order deadline".

- Order delivery is typically 3-6 weeks from the "[Order Deadline](#)" date listed. This time frame directly depends on the products/services chosen by your team. You will not be contacted unless there is a question or delay on your order. All contact is via the email address provided on your account and delays in responding to us may result in delay and/or cancellation of your order. Products will begin to ship when a minimum of 50% of your purchase (based on dollar amount) is filled.

All inquiries, returns, exchanges, etc. should be directed to our Team Office. Only store credit will be issued for WEB orders returned to retail locations. Visit the Returns section of our website for additional information. Thank you for choosing Sylvia's Swimwear.

Normandy Park - SUMMER 2010 Menu

Using the instructions on the previous page, place your order online at www.goswim.com before the team order deadline. Prices do not include local sales tax.

ITEM	PRICE	QUANTITY PER SIZE									
		22	24	26	28	30	32	34	36	38	40
TYR Thor Maxback TYR MTHR1 404	\$53.90										
TYR Thor Splice Jammer TYR STHR1 404	\$33.88										
Gildan® - Youth 100% Cotton T-Shirt Price includes printed NPSC logo	\$11.50	M	L								
Gildan® - Adult 100% Cotton T-Shirt Price includes printed NPSC logo	\$11.50	S	M	L	XL	XXL					
Jerzees® - Youth Pullover Hooded Sweatshirt Price includes printed NPSC logo - Add name to back + \$10.00	\$22.50	M	L								
Jerzees® - Adult Pullover Hooded Sweatshirt Price includes printed NPSC logo - Add name to back + \$10.00	\$29.50	S	M	L	XL						
Jerzees® - Youth Full-Zip Hooded Sweatshirt Price includes printed NPSC logo	\$27.50	M	L								
Jerzees® - Adult Full-Zip Hooded Sweatshirt Price includes printed NPSC logo	\$32.50	S	M	L	XL						
Jerzees® - Youth Sweatpant Price includes printed NPSC logo	\$17.50	M	L								
Jerzees® - Adult Sweatpant Price includes printed NPSC logo	\$17.50	S	M	L	XL	XXL					
Gildan® - Ladies Tank Price includes printed NPSC logo	\$12.50	XS	S	M	L	XL	XXL				
Speedo Parka - Unisex Adult Speedo 7200113	\$93.94	XS	S	M	L	XL	XXL				
Speedo Parka - Unisex Youth Speedo 7200028	\$93.94	S	M	L							
TYR Alliance Team Backpack II TYR LATBP2	\$38.50	No Size									
Name Embroidery Option Add to Bag or Parka	\$10.00	No Size									



Female Suit



Male Jammer



T-shirt



Sweatpants



Sweatshirt



TYR Backpack



Speedo Parka