

North Delta FC

Club Store – Member FAQ List

Q: Where do I go to place my order?

A: If you have never logged into SoccerX.com, please visit soccerx.com, click on FIND Your Club Store, then click the North Delta FC Logo to login or register

Q: Where can NDFC members go to check on the status of their existing Club Store Order?

A: please contact our Customer Service team here to check on the status of your order: info@soccerx.com. Please have your Sales Order number ready (this will be found in your order confirmation email sent immediately after placing your order. Members transferring from North Delta SC (Boys) will retain same login credentials

Q: How long does an order take

A: Orders not requiring print (Club Logo or Personalization) and in stock will ship in 1-2 business days. Orders in stock and requiring print will ship in 5-7 business days. Orders requiring product to be purchased from vendors can add 2-3 weeks to order timing currently as most brands have Covid protocols internally that are having a negative impact on order timing. So please be prepared for a delay in these cases. In cases where product does need to be ordered from vendor, please expect timelines of 2-3 weeks. Order timing can be confirmed with customer service after order placement.

Q: I want to purchase an item that I don't see on the NDFC Club

A: if a NDFC member would like to purchase an item to be customized with the NDFC logo, they can reach out directly to our customer service team at info@soccerx.com for further details. Please note that club approval may be required to ensure that NDFC optics and identity are accounted for.

Q: I want to have Initials, Numbers or Names applied to my gear purchased

A: All NDFC Items that have personalized print offered, will show a drop down menu below where members can opt to purchase. Note the print positioning for these is fixed on the club store and cannot be altered. On items like Pants and Backpacks with limited print space, only Numbers or Initials can be offered.

Q: Can items be exchanged once they have been customized with a NDFC logo, Sponsor Logo or personalized

A: Unfortunately we cannot accept any returns for printed apparel or equipment. SoccerX always recommends sizing in the appropriate garment prior to ordering to ensure an accurate fit.

Q: Can I get a discount on items not shown on the NDFC Club Store

A: Yes, you can add the code CLUB20 at checkout – this will apply a NDFC member discount of 20% to all non-customized product including footwear, licensed apparel and equipment (Customized NDFC Team Wear has already been discounted. This discount is in play year round for all NDFC members)