

# CLUB RUGBY

## FREQUENTLY ASKED QUESTIONS

### **What is Club Rugby?**

Club Rugby is a Commercial organization dedicated to promoting Rugby at Grass Roots level. In addition to publicising the sport through the Club Rugby Online website, The Company is an authorized distributor for a number of specialized Rugby brands. These are sold through our website, mail order and sales at Clubs.

### **What advantage is there to the Club Rugby shop over other Retailers and Internet shops?**

Club Rugby is a Rugby product specialist. We do not sell other sports products and as such have both a wider knowledge and far greater range than offered by most of our 'competition'. The idea for the shop was partly borne out of the inadequacy of the Retail sector's offering for Rugby players.

### **What products do you sell?**

Club Rugby is an authorized distributor for KooGa, Canterbury of New Zealand, Mizuno, Gilbert and Samurai.

### **How does the Club Rugby webshop work?**

There is an existing shop at [www.clubrugby.co.uk](http://www.clubrugby.co.uk) Clubs that wish to raise funds from the shop simply do so by providing a link from your website that carries a piece of code, identifying a customer as having come from your site. When that customer places an order, we fulfill it in the normal way and after payment is received and the return period has passed, 10% of the product revenue will be placed in your Club's account.

### **What do we have to do?**

You notify us that you wish to offer this service to members and viewers of your website. We will send you a link to place on your site and some code to attach to the link. All the administration of the shop, returns, credit card payments, deliveries is handled by us. It really is a no hassle option that raises funds with very minimal interference to the running of your site.

### **What if someone wishes to return goods?**

The Returns, Refunds & Guarantees policy can be viewed in full on our website, but in short, any product purchased from Club Rugby can be returned within 30 days in unused condition and in the original packaging for a full refund of the product cost. Only the Carriage cost is not refunded.

### **When do we get paid?**

Under normal circumstances a cheque will be sent to the Club on a Quarterly basis. This will reflect all the products sold minus any returns on all products that have been delivered over 30 days previously.

### **Are there any potential cost implications for the club?**

No, the Club Rugby shop takes payments direct from your members and viewers and then pays you. There is no expectation that you will have to pay for anything.

### **We already have a webshop carrying our own Club merchandise?**

This is no problem, you may wish to label the Club Rugby shop differently so that your members can tell the two apart. The products sold by Club Rugby are not going to conflict with the products you sell. People buy Club branded products because they want to be identified with your Club, the products Club Rugby sell are generally being purchased in the Retail sector currently and will not be likely to reduce the sales of your existing Club products. If you wish your products to be

featured on the Club Rugby shop, this can be arranged in most cases, please call to discuss.

**What if someone buys something with a stolen credit card?**

Club Rugby takes stringent steps to prevent Fraud of any kind. However should this occur; as Club Rugby continue to manage the shop, we would take the risk, there is no risk to your club.

**What if people want to see the products before buying?**

Club Rugby can hold product shows at your Club to demonstrate the products. Alternatively, some clubs may wish to hold a small selection of samples of products. These can be sent on a 'sale or return' basis, but would be the responsibility of the Club should they be lost, damaged or stolen.

**Why don't we just set up our own shop?**

Clearly this is an option for clubs. However there would be the time and financial outlay of holding stock, taking credit card payments, risk of credit card fraud and deliveries to manage. Also it is highly unlikely that many clubs would be able to hold the width of the range offered on Club Rugby in terms of sizes, colours and brands. The principle of the Club Rugby shop is that you are able to raise funds and improve the choice of products for your members with very little time and no money required.

**Our Club buys Team strips and Training equipment, can you provide this?**

Yes, although this is not currently shown on our website, Club Rugby can offer a very wide range of Kit and equipment from Balls to Contact pads, scrum machines and Full playing strips. This is provided through a separate Company, Club Rugby Teamwear. The product is discounted to make it competitive and as such is separate to the retrospective incentive scheme. Please contact us with your enquiries.