



THUNDERBOLTS

CLUB GUIDE

2023-2024



BSN SPORTS™



BSN SPORTS™

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ABOUT BSN SPORTS

BSN SPORTS has been serving the heart of the game since 1972. Like **Thunderbolts**, we are the BEST at what we do. BSN SPORTS is the largest and #1 sports distribution company in the United States! Our job is to handle your off-field logistics, so your coaches can continue to impact student athlete's lives on the field.

BSN SPORTS is the industry leader in technology, making order processes and logistical timelines simpler. That's why we are the chosen One Stop Shop for more than 80 travel fastpitch clubs... and growing!

BSN SPORTS is happy to retain the **Thunderbolts** in our family another year! Thunderbolts Softball is recognized as one of the nation's top homes for competitive fastpitch in 2023.

YOUR BSN SPORTS TEAM



CHELSEA ERICKSON, NATIONAL ACCOUNT REP

Former softball athlete at University of Minnesota, Mankato. Chelsea takes organized to a new level! Chelsea will be your single go-to for all order entry and customer service needs. She will work diligently to be sure and keep the stress levels low off the field. boltssupport@bsnsports.com



INDIA CHILES, NATIONAL ACCOUNT MANAGER

Former softball athlete at University of Tennessee. India is responsible for overall business success. India's role is to uphold all vendor parties to abide by their agreed upon promises for the Thunderbolts. India will also protect vendor interests by helping to keep the Club account honest and true.



NATALIE BROCK, CATEGORY MANAGER

Former softball athlete at University of Tennessee. Natalie will do most of her work behind the scenes, securing inventory and products for the Thunderbolts. Natalie oversees the entire category of softball for BSN SPORTS and promises to make the Bolts a top priority!

RETURN POLICY



- **Time Limit for Returns:** We accept returns within 60 days of the ship date. Anything beyond this time frame minimizes the product's value, as it may be out of season.
- **Time Limit for Returns Due to Vendor Order Error:** If you receive an order that is incorrect, due to error by the vendor, you have 30 days from the ship date to return the item(s).
- **Custom orders are not eligible for return without proof of vendor error. Please be sure and triple check your orders (size, quantity, color, etc.) before submission. No returns, cancellations or refunds can be made once the order has been processed. This includes uniforms! When in doubt, size UP!**

TAX EXEMPTION & FREIGHT

- Tax exempt organizations receive tax free purchases for bulk orders that ship to the tax exemption home state only. This does not apply to orders placed for out of state delivery or orders placed on team shops. Tax exemption applies to the organization, not each individual within the organization.
- Tax exempt bulk orders must first receive approval from organization Director.
- Every order will have a fair market freight charge. Freight is based on order size and weight.

WHEN 4 DYNASTIES CONNECT



New Balance remains the fastest growing brand in club fastpitch. Rawlings will continue to have the hottest bats on the market. Together they will continue to keep the Bolts hot!

This club has proven the test of time year over year, collecting a legacy in championship titles at multiple age levels. Athletes will continue to travel coast to coast to be a part of the brand.

BSN SPORTS is working vigorously to give every customer a positive experience. We will continue to find ways to make this complex industry as easy as a few clicks on Amazon.

YOUR LOGOS

The following logos are approved for BSN SPORTS use on uniforms and fanwear for the 2023-2024 season.



BSN SPORTS is your EXCLUSIVE provider for all apparel in 2023-2024. It is prohibited to use your personal machinery at home for decorating Thunderbolts apparel.

BUYING CALENDAR

UNIFORMS

SHOP	OPEN DATES	EXPECTED DELIVERY WINDOW (WEEK OF)	SPECIAL NOTES
1	8/14 - 8/17	9/18 - 10/2	'23 Fall Orders
2	8/28 - 8/31	10/2 - 10/16	'23 Fall Orders 2
3	9/5 - 9/7	10/8 - 10/22	'23 Fall Orders 3
4	9/25 - 9/28	11/6 - 11/20	'23 Fall Orders 4
5	10/9 - 10/11	11/12 - 11/26	'23 Fall Orders 5
6	11/13 - 11/15	12/17 - 1/8 (holidays may delay)	'23 Fall Orders 6
7	1/8 - 1/11	2/11 - 2/25	Winter Orders
8	2/5 - 2/8	3/10 - 3/24	SPRING ORDERS
9	4/1 - 4/4	5/5 - 5/19	SUMMER ORDERS
10	8/12 - 8/14	9/16 - 9/29	'24 Fall Orders
11	8/26 - 8/28	9/29 - 8/13	'24 Fall Orders 2
12	9/9 - 9/11	10/13 - 10/27	'24 Fall Orders 3

We understand some teams will need to work on an outlier / special circumstance calendar. This Buying Calendar will work for most. The Buying Calendar dates have been carefully selected to get your team uniforms before competition seasons. Sticking to it will be your best bet for delivery assurance.

If you need a different date for your team orders, please email the date to boltssupport@bsnsports.com



YOUR UNIFORMS

Your uniform images may not always be displayed on your uniform shops. Please refer to this Guide when needing to match Uniform Name with Uniform orders on shops with no images.

The following uniforms are your 2023-24 team options. Selections are up to team coaches but everyone is to wear teal.

MANDATORY JERSEYS & PANTS

Teal

White

Purple



OPTIONAL JERSEYS & PANTS

Charcoal

Gray

Gold



Franchise team jerseys will no longer list state designation. Helmet stickers will allow for state to state distinctions.

BUYING CALENDAR

UNIFORMS INFORMATION

- All custom uniforms will ship to Coach address / Team Parent address. Be sure and get your team address on file with Chelsea Erickson-boltssupport@bsnsports.com.
- All uniform shops are open for a short 3 day window. Orders are sent for production AFTER shops close. The small 3 day window is set to get uniforms in production as quickly as possible. New Balance uniforms are 4-6 weeks before delivery.
- Parents can order and pay for their uniforms on the shops OR one person can go on and pay for all team orders on the shop.



BUYING CALENDAR

UNIFORMS BEST PRACTICES

- Plan ahead with your team to assure ALL roster members are ready to order within the shop dates selected.
- **Hold off your ordering until your roster is complete.**
- Order 2-3 extra jerseys for pick up players. Best sizes to grab are YM/AM and YXL/AXL. The medium can fit the medium & small athletes. The XL can fit the XL and large athletes.
- **Do not stall the online system while ordering. Try and check out of your cart order within 30 minutes to avoid any internet glitches that may kick you out of the order.**
- Triple check your order before submitting! If the shop is still open, you can email boltssupport@bsnsports.com to make changes. If the shop is closed, no changes can be made.
- **Keep your Order Confirmation email. Your Order Number will be needed to check on any inquiries.**
- Check your order immediately upon delivery. Please review our Returns Policy.

YOUR MANDATORY 2023-24 ITEMS

In compliance with your Thunderbolts organization, every athlete is to purchase the following in 2023-24 year:

1. New Balance Cleats- BLACK

**any exceptions to the rule need to be taken up with the Club, not BSN SPORTS.*

2. Thunderbolts Hoody

**When in doubt, size UP! Custom items cannot be returned. Coach to submit team order. Size, Quantity, Player # optional at no additional cost. Coaches & fans allowed to order as well.*

\$59 (not including shipping & taxes)



3. Helmet Stickers

**Sold separate from the white helmets. Coaches are responsible for purchasing the Helmet Sticker Package: Memorial ribbon, Numbers set, Bolts logo, State designation sticker. TIP: Order double. The stickers have a minimum to purchase and you will want extras for players added throughout the year.*

4. Custom Socks

**Sold 3 times a travel year. Players can purchase on online shops. Coaches will need to order extras in case additional player needs occur. No opportunities to purchase outside of these dates.*

August 14, 2023
August 28, 2023
February 12, 2024



YOUR MANDATORY

2023-24 ITEMS

Bat Bag: Purple or Black Easton bag (teams to match)

Jerseys: purple, white, teal (optional: gold and grey)

Pants: white and grey, (optional: charcoal)

Socks: 2 pair of white, 2 pair of purple, 1 pair of teal

Belts: teal and purple

Cleats: New Balance black

Batting helmet: white

Catching gear: grey or black

Practice t-shirt: purple (coach selects style for team)

Practice shorts: black

Hoodie: Iced Dye



Optional Items:

Sweats

Black turfs

Visor: team wears the same

Hats

Batting gloves

Coaches attire:

**Any Bolts New Balance shirt, hoodie,
jacket or top from Bolts store**

Tan, grey, black shorts

New Balance black shoes

Bolts cap or visor

FANWEAR

- Fanwear will be offered the first Monday of every month, for 7 days.
- Order Confirmation is emailed after the order is placed. Please keep this in case you need to reference your order later.
- All orders are processed once the Shop closes.
- Once Shop closes, give your items 3-4 weeks for delivery. If delivery will take longer, you will receive an email from BSN SPORTS. Expect longer than normal delivery times in the busy fall season. Decorators nationwide are busiest this time of year (back to school, football season, fall sports).
- Orders will ship direct to the Buyer, except in the case of Specialty Shops. Specialty Shop items will ship to the Team Address/ Coach. Specialty Shops will include items like custom crocs, custom slide sandals, custom ball buckets, etc.
- **Sideline Store-** Link on Landing Page. This store is your 24/7/365 access to fanwear. Items are all embroidered or heat pressed and quick-turn. Use this store as a backup when you need items fast. Example- Grandma is flying in town from Canada and needs some swag for the upcoming tournament; You see items on the store that aren't offered in general fanwear monthly shops. Sideline Store items are priced at retail less a promo code (if offered) on the site. Your monthly shops are at team discounted pricing and utilize a nicer screenprint for decoration.



SPECIAL OFFERS

COACH KITS

These items are not on Team Shops. If you need a Coach Kit, use the bsnsports.com website AND your 20% off PROMO CODE from the Landing Page to shop.

*\$225 total for all
(includes tax & shipping)*

Find all items at bsnsports.com by typing the white printed sku in the Search box.

- 1 Roster card MCLINEUP
- 1 Scorebook MSBASBOK
- Set of 3 Clipboards 1378732
- 1 Dry-Erase Coach Board 1388108
- 1 dozen Softballs MCSB12YL
- 1 Bucket 1404890
- 1 Coach Bucket Cover 1237238



SPECIAL OFFERS

Custom Hardgoods can be ordered outside of Dates Offered. Custom Apparel items will need to stick to selected dates, in order to hit minimums of 10-12 pieces. If you are placing a team order above minimums, your order can be sent when you are ready.

ITEM	DATES OFFERED	PRICE
CUSTOM BALL BUCKETS	8/1/23	\$40
CUSTOM BATTING GLOVES	8/14/23	\$20
CUSTOM SLIDES	9/1/23	\$45
CUSTOM CROCS	9/1/23	\$75
CUSTOM XL DUFFLE BAGS	10/2/23	\$47
CUSTOM HOODY SS -LS	11/1/23	\$52 - \$59
CUSTOM JOGGERS	11/1/23	\$59
CUSTOM LEGGINGS	12/1/23	\$45
CUSTOM 1/4 ZIP	12/1/23	\$59
CUSTOM CHAIR BANDS	9/1/23 & 1/8/24	\$8
CUSTOM RALLY TOWELS	9/1/23 & 2/1/24	\$9
CUSTOM CANOPY TENTS	3/1/24	\$1425
CUSTOM ARM SLEEVES	9/1/23 & 4/1/24	\$22
CUSTOM HEADBANDS	9/1/23 & 4/1/24	\$5
CUSTOM CAGE JACKETS	8/1/23 & 5/1/24	\$55

APPENDIX FAQs

1. What is the logistics chain for orders to delivery?

- a. Order is placed
- b. Receive Order confirmation at check-out
- c. Purchase Order (PO) is created when online shop closes. If not a shop, PO is created once order is processed.
- d. All items ordered are shipped to the decoration facility. Items may ship to decorator from numerous locations. For hardgoods, orders are picked from the shelf and shipped out at this stage.
- e. Once all items are received at decoration facility, decoration begins.
- f. Order is packaged and shipping label is created.
- g. Order is picked up from FedEx and ships to customer on 2-day shipping.

2. What if my order is wrong? *Email boltssupport@bsnsports.com with details and your Order Number. Please include an image of the error.*

3. How can I get sizing information on the different brands I purchase? *Sizing charts are included in the shop. If you don't see them, please refer to the brand's website for information. For example, if purchasing a Gildan hoody, refer to Gildan's website for sizing if you do not see it on the team shop.*

4. Can I change my order after I pay? *No orders can be changed once the Team Shop is closed. If not on a shop and the order has been processed, no changes allowed. If the shop is still open, changes can be made. Email boltssupport@bsnsports.com to make changes.*

5. What if there is a specific item I need that hasn't been offered? *Simply email the item details to boltssupport@bsnsports.com to get the order placed.*

SPORTS OPERATIONS



WHO IS MY RESOURCE?

I am a new team- email info to:



Size kit requests



Changes after order confirmation



Team Shipping Address Change



Cost Complaints



Uniform design complaints



Inner team conflicts / break ups



Shop date Inquiries- Landing Page



New Balance brand complaints



Dues payments



Quick need for jerseys/pants



Order status inquiries



TEAM/Coach order requests



THANK YOU



BETH SHEA

SHANE CAHALAN



BSN SPORTS™

CHELSEA ERICKSON

BOLTSSUPPORT@BSNSPORTS.COM