



Thank you for your consideration purchasing uniform items & spirit wear with Coppell FC.

This FAQ document has been put together to provide answers & transparency on the uniform ordering process. Please take some time to review this as any questions you may have will be answered on this page. There are many ongoing challenges in the apparel industry so patience & understanding is key.

1. How do I purchase the mandatory uniform items for my player?

There is a link on our teamwear page that includes a list of the mandatory packages for each age group. Please refer to this list prior to ordering from our teamwear store.

PLEASE NOTE THAT ALL NEW PLAYERS MUST CHECK WITH THEIR COACH REGARDING AVAILABLE JERSEY NUMBERS. DO NOT PLACE AN ORDER BEFORE MAKING SURE THE JERSEY NUMBER IS NOT ALREADY TAKEN. PARENTS WILL BE RESPONSIBLE FOR THE FULL COST OR REPRINT IF IT IS A DUPLICATE NUMBER AND THEY DID NOT CONFIRM PRIOR TO ORDERING.

2. How do I purchase specific/individual uniform items for my player?

Our new web store allows you to purchase individual uniform items as needed to supplement your base uniform kit. We also have the Puma ¼ zip on the teamwear store under optional items in case you missed the club wide order that was placed in mid-September.

3. What is the estimated turnaround time to receive my items?

Turnaround time will depend on available inventory from Puma. We ask that you please allow 4 to 6 weeks for most items to be ready for pick up.

4. Are the items shipped to my house or do I need to collect them?

Items will be available for pick up from Soccer City in Richardson located at 2141 E. Arapaho Rd, Richardson, TX 75081.

5. How will I be notified when my uniform items are ready?

You will be sent an email when items are ready for pick up at the store. Please do not contact Coppell FC or Soccer City asking for a timeline for your uniform. We will process the items and get them printed as quickly as possible, and then you will be notified by email when it is completed and ready for pick up.

6. Where can I purchase spirit wear items as a parent or for my family members?

Our spirit wear store will be online by mid-October 2022. We will send a club wide email when it is available to place orders along with the deadlines for each order window we will be offering.



7. What is the estimated turnaround time for spirit wear?

Turnaround time will depend on available inventory. We ask that you please allow 4 to 6 weeks for most items to be ready for pick up.

8. What do I do if there is a print error or sizing problem with my purchases?

If there is a print error or the wrong size is provided to you relative to what you ordered, you will need to call Soccer City directly at 972-907-1700. Please note that if you selected the wrong size when ordering then you are responsible and will need to pay for the correct items/size.

9. If I have an academy player (U7-U10) can I purchase a backpack with the club logo & jersey number printed?

Yes academy players can elect to order a backpack and have it printed. Due to the size of the backpacks, we have elected to make the drawstring sack pack the default mandatory item for academy age players uniform kit. However, players can elect to purchase the backpack that will come with a club logo & number.

10. How long will we be wearing these uniforms?

Coppell FC will wear the current Puma uniform style until at least Summer 2024 (2 year cycle) when we will reassess inventory with Puma on all items in the mandatory packages.

11. I'm a new player to the club and need some uniform items urgently, who should I contact?

New players should reach out to their team manager/coach regarding temporary jerseys to use for games once added to the roster while your uniform order is being processed. Soccer City Richardson may have some of your items in stock and you can try calling them regarding any rush order possibilities/fees 972-907-1700.