

**When will my order arrive?**

This is a pre order run over a set time period before the order is placed. Please refer to the delivery date advised on the shop order form or enquire with the school directly.

**Where will my order be sent?**

Your order will be sent to the school/club to distribute on the delivery date shown on the website

**I have ordered the incorrect size or item?**

Please get in touch with the school/club contact and they will let us know all updates before the orders are placed.

**How can I select the right size?**

The school/club will have a sizing set or sizing chart you can refer to.

**I have specific requirements for my item.**

Let the school/club contact know and they can check with us whether this can be accommodated.

**I am having trouble using the online shop.**

Contact [sales@kooga.co.nz](mailto:sales@kooga.co.nz) and we can give you a call to assist with this.

**Do you have layby or part pay options?**

We have ZIP payments available where you are able to pay off your items in instalments.

**I have missed the cut off date.**

Let the school/club contact know and they can advise whether there will be extra items available or further orders.