

GRNSW POLO SHIRTS: FAQ

Can I wear my shirt yet?

Yes! You can wear your shirt as soon as you receive it.

What happens if the December 19 deadline hits and I haven't received my order?

If you have placed your order already, you should have your shirt by the deadline.

If you are yet to order - we suggest getting your free shirt order in ASAP. See below for details on how to order if you are unsure.

How will I know GRNSW has received my order?

You should get an email after you have completed the online order form.

Please make sure that all categories are filled in correctly, otherwise this will cause your order to be in error. You will see a green box pop up if your order has been sent through properly.

When will I know my order is ready?

You will receive a second email telling you when your shirt is ready for collection at your chosen track. Please note, GRNSW are only fulfilling FREE orders at this time.

What if I want to order more shirts?

GRNSW will let you know when the ability to order and pay for more shirts will be available.

What if I already ordered paid shirts?

You will be notified when these are ready for collection, and you will pay at the club.

My shirt is the wrong size. What do I do?

Clean, unworn shirts can be exchanged. Please return your shirt to the club you picked it up from. They let GRNSW what size you wish to exchange it for, and it will be sent out with the next batch to be sent to the club.

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I need to change my order – is this possible?

If your shirt hasn't been packed yet, yes, we can change your order before it ships.

The quickest way is to send @TheDogsGRNSW a DM on Facebook or paste this into your browser: m.me/TheDogsGRNSW

You can also call (02) 8324 7600 and give your name, email address, pick up location and the changes you would like to make. This will then be forwarded onto the packing team who will amend your order in the system. Please note you will only receive an email back if there is an issue with changing your order.

I don't know how to order a shirt.

Head to www.thedogs.com.au and click on the GRNSW tab.

Alternatively, paste this into your browser: <https://www.thedogs.com.au/the-dogs/merchandise>

I don't know what size to order.

We strongly suggest consulting the size chart below. The measurements are in cm and they are the measurements of the garment lying flat.

Please note the mens polos are S/M/L sizing, whilst the ladies polos are numbered 8/10/12 etc.

GRNSW POLO SHIRTS: SIZE GUIDE

Measurements are in centimetres

POLO SHIRT:

Adult	XS	S	M	L	XL	2XL	3XL	4XL	5XL
1/2 Chest	50.5	53	55.5	58	60.5	63	66	69	72
Lady	6W	8W	10W	12W	14W	16W	18W	20W	22W
1/2 Chest	42.5	45	47.5	50	52.5	55	57.5	60	63
Junior	4J	6J	8J	10J	12J	14J	16J		
1/2 Chest	36	38	40	42	44	46	49		