

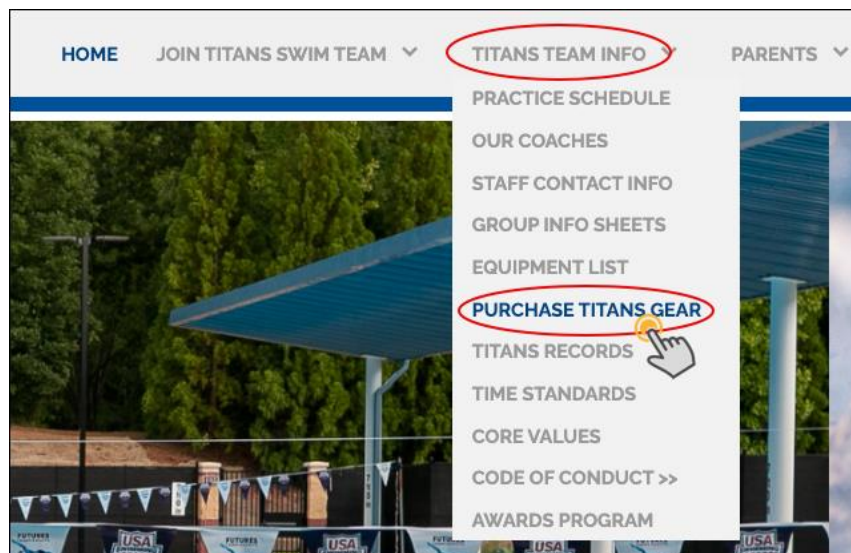
Zeffy FAQs

Where do I go find (and make a purchase from) the TITANS Online store?

- (1) Use this link to purchase from the [Kiosk URL / Online Store](#)
- (2) At TAC – go to the physical kiosk in the stadium. Scan the QR code.



- (3) Go to the TITANS website and look under the TITANS TEAM INFO menu. There's a link to the Online Kiosk on this page. Click PURCHASE TITANS GEAR.



What is Zeffy?

TAC is using a platform called [Zeffy](#) to host our online store. Zeffy is fundraising platform for nonprofits which is 100% free - no credit card fees for you and no platforms fees for TAC.

Can I use Apple Pay or Google Pay?

Yes. These options are presented when purchasing on a mobile device.

What if I want to write a check or pay cash at the front desk at TAC?

Sorry. Online/pre-pay only.

When will I get the items I purchased?

Online orders will be reviewed and fulfilled at least twice per week.

How will I get the items I purchased?

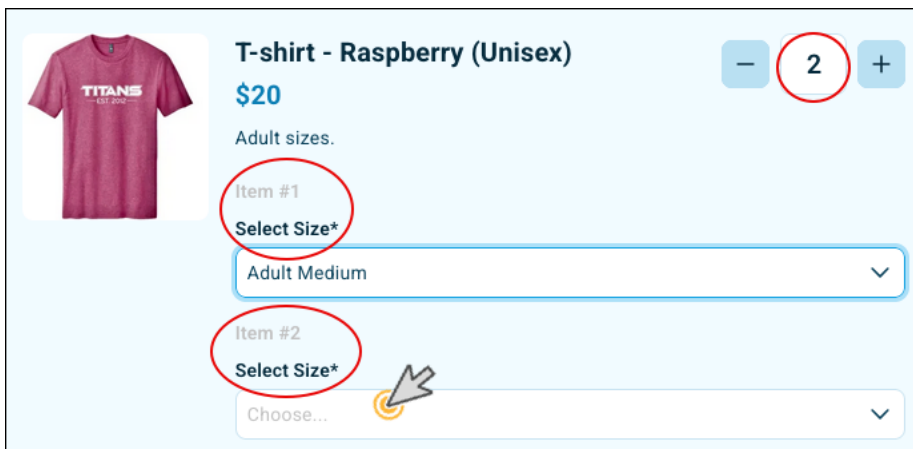
You'll be contacted via email when you can pick up your gear at TAC (front desk).

What if I want to order something that says **SOLD OUT**, or in a different size?

The TLC crew took inventory of all TITANS Kiosk merchandise. What you see in Zeffy is what's available for purchase, we are not taking pre-orders via the online store.

I want more than one of the same item – how do I tell you the sizes for both?

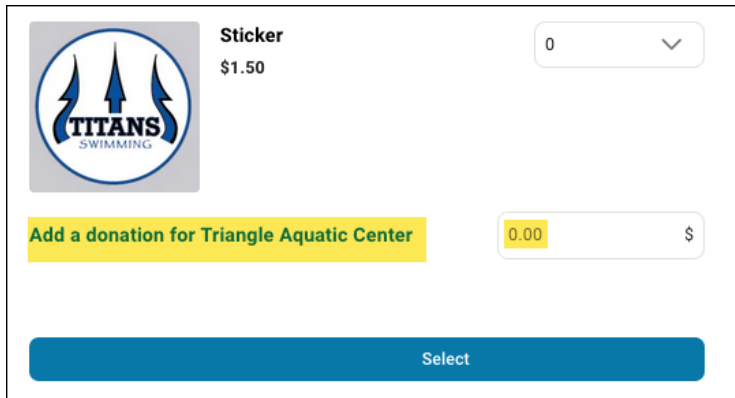
You'll be asked to select sizes for each:



The screenshot shows a product page for a "T-shirt - Raspberry (Unisex)" priced at "\$20". On the left is an image of a red t-shirt with "TITANS" and "EST. 2012" printed on it. To the right of the image are minus, quantity (2), and plus buttons. Below the image, the text "Adult sizes." is followed by two sections. The first section, labeled "Item #1", has a "Select Size*" dropdown menu currently showing "Adult Medium". The second section, labeled "Item #2", has a "Select Size*" dropdown menu currently showing "Choose...". A mouse cursor is pointing at the "Choose..." option in the second dropdown. Red circles highlight the "Item #1" label, the "Select Size*" label for Item #1, and the "Select Size*" label for Item #2.

Why am I being asked to donate on top of my purchase?

TAC is a 501(c)(3) non-profit corporation and Zeffy is a fundraising platform. Using this tool is designed to help increase charitable donations for TAC. You are not *required* to donate, but if you feel inclined to do so, you are contributing to the success of the team and we appreciate that!

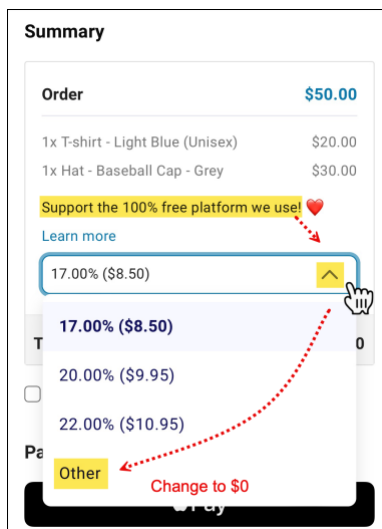


The screenshot shows a Zeffy checkout page for a "Sticker" priced at \$1.50. The sticker features the "TITANS SWIMMING" logo. Below the item, there is a yellow button labeled "Add a donation for Triangle Aquatic Center" and a text input field showing "0.00" with a dollar sign. At the bottom is a blue "Select" button.

Do I have to donate to Zeffy too?

No! At checkout, you will be **asked** to donate to Zeffy (which helps keep tools like this free for non-profits like TAC) but you can bypass this fee.

Click into the percentage field, select **"Other"** and type in the amount you wish instead of the default or you can even select "0".



The screenshot shows the "Summary" page of a Zeffy checkout. The order total is \$50.00. The items listed are "1x T-shirt - Light Blue (Unisex)" for \$20.00 and "1x Hat - Baseball Cap - Grey" for \$30.00. Below the items, there is a yellow button labeled "Support the 100% free platform we use!" with a heart icon and a "Learn more" link. A dropdown menu is open, showing percentage options: "17.00% (\$8.50)", "20.00% (\$9.95)", and "22.00% (\$10.95)". A hand cursor is pointing at the "17.00% (\$8.50)" option. Below the dropdown, there is an "Other" button and a "Change to \$0" link.

What's the return policy?

No returns, however, if you need to **exchange** a size, please contact kiosk@tactitans.org and we'll be happy to swap it out for you if another size is available.

I still have questions!

Contact kiosk@tactitans.org