



# Great Lakes United Football Club



1. Visit the JOMA Australia's website at <https://www.joma.com.au/> in your web browser, click on the 'Sign in or Register' button.

Search ...

Sign In or Register

**Joma**  
australia

Home Football Futsal Tennis Basketball Running and Fitness Street Team Joma

## JOIN TEAM JOMA

It's time to start thinking about the 2018 winter season. Organising gear for your club is a tough job, we can make it a bit easier for you.

SHOP THE LATEST CLUB GEAR JOMA FUTSAL SALE NEW CLUB ENQUIRIES

SHOP FUTSAL SHOP FOOTBALL SHOP TEAM JOMA

2. To register a new account skip to the bottom of the 'My Account' page to fill in your details.

## MY ACCOUNT

### LOGIN

Username or email address \*

Password \*

Remember me

[Lost your password?](#)

### REGISTER

Do you belong to a TEAM JOMA partner club? Select your club from the list below.

No Club

Email address \*

Password \*

- To gain access to your club's products you need to align your account with the correct TEAM JOMA partner club. Make sure you select the correct club from the dropdown box directly under the 'REGISTER' heading.
- Enter your email address and a password and then click 'Register'
- Once you have registered you can update or change your personal information while on the 'My Account' page by clicking on the 'DETAILS' tab. You might consider changing your account name to the players name that will be ordering the gear. That way we can match the order with the player for additional product customisation if required.
- The easiest way to access your Club's online store is to click the 'Team Joma' tab on the top menu bar of the page.



- Once the TEAM JOMA page loads scrolled down and find your Club logo and click on it to enter your Club's catalogue of products.

**If you already have a JOMA Australia account, have logged in and can't see the product prices, then you might not have successfully aligned yourself with the correct club. We will need to manually**

**update your account settings so please scroll to the bottom of the page and click on the 'Contact Us' link and let us know which club you need to be aligned with.**

8. Add the required items to your cart taking care to accurately fill in any product personalisation fields. Once the order is submitted we can't change any of the personalisation data so, if you find you make a mistake please let us know immediately so we can make the necessary changes before your order is prepared for printing.

**Please also take care to make sure you select the correct sizes as we are unable to take returns on Customised (logos added) and Personalised (numbers or initials added) products. If we have orders that we can fulfil using gear you would like to return, we are more than happy to help you out but our standard policy is no returns on this gear.**

9. To complete your order, click on the 'Cart' icon at the top right side of any page. Please take this opportunity to review your order taking special care to confirm your personalisation data such as player numbers and initials.
10. To finalise your order, click on 'Proceed to Checkout' and after one last check of your personal details and order info select your payment method and follow the relevant instructions to process payment. If you pay by credit card your order status will automatically proceed to 'Processing'. If you choose to pay by 'Direct Bank Transfer' your order will be placed on hold until your payment has been received (in most cases the next day).
11. Once your order is received and is showing a 'Processing' status it will be sorted and either sent to the warehouse for dispatch or will be placed in the print que for customisation and/or personalisation.
  - a. Orders sent to the warehouse for dispatch will generally be processed and on their way within 48 hours. If there is a temporary issue with stock you will be contacted and given an estimated dispatch date. In most cases your new dispatch date will be within 2 weeks.
  - b. The printing process can take between 2 – 4 weeks depending on the number of orders in the que. We will do our best to process and dispatch your orders as quickly as we can but please be mindful of peak period around the start of the winter and summer seasons and make sure you get your orders in as early as possible.
12. Our preferred shipping service is Fastway Couriers. We find these guys are great and in most cases friendly and willing to work with you to deliver your package. Once your order has been booked for dispatch you will receive a notification via email with tracking details. Please keep an eye on this tracking and let us know if it looks like it is stuck or heading in the wrong direction. We do our best to track the progress of all our orders but your help in keeping on top of this will help flag any issues as early as possible.

If you run into any trouble at any point please feel free to flick us a message using the 'Contact Us' form. But please be patient during peak period. To ensure we can offer the best possible price we customise/personalise products as they are ordered. This just means that as we approach the start of the season and the volume of orders increases it will take a little longer for us to work through the print que. Please rest assured that we will work tirelessly to get to your orders as quickly as possible.