

FAQS/HOW TO GUIDE

For any questions relating to the Specialist Sports Ltd website and information on the products available, please contact us by emailing help@specialistsports.com.

Accessing the Specialist Sports Ltd Website

Q) How do I access the RAF Central fund X Specialist Sports website?

A) To automatically log into the website please use this link;

<https://sponsored.specialistsports.com/raf>

Q) I have been asked to login and enter an account number and password, how do I login?

A) Either use this link: <https://sponsored.specialistsports.com/raf>

Or

Login with these details:

Account number (Case sensitive): C01700

Password (Case sensitive): rafCF20

Searching for Items and Navigating for Products

Q) I know the item code for the product required, how do I search for this?

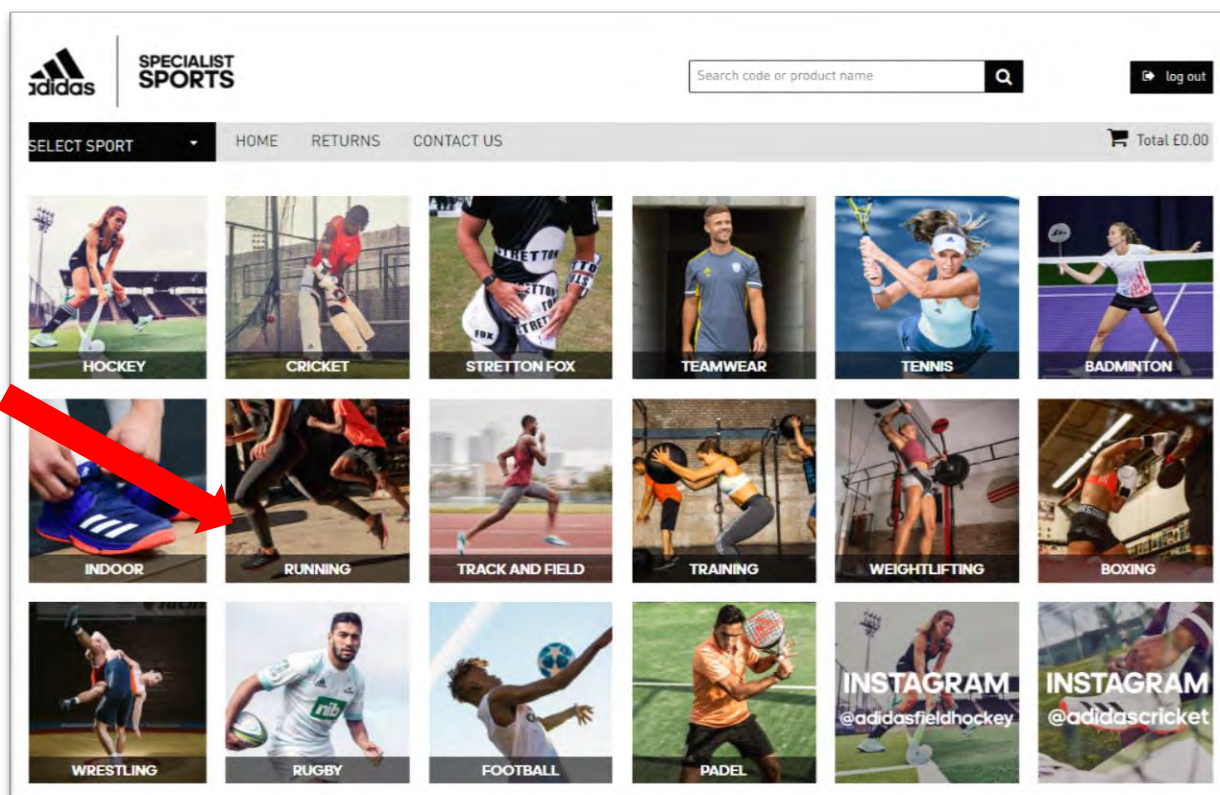
A) Please enter code within the search bar at the top of the page.



Q) I cannot find the item I want by using the search bar, how do I navigate to the same/similar items?

A)

A1: Select the relevant sport category for the item required. E.g. If you're looking for running trainers, please select the running tile on the homepage.



A2: Products are listed in value order, Highest > lowest. The search within the sport category can be narrowed down by selecting the product categories listed.



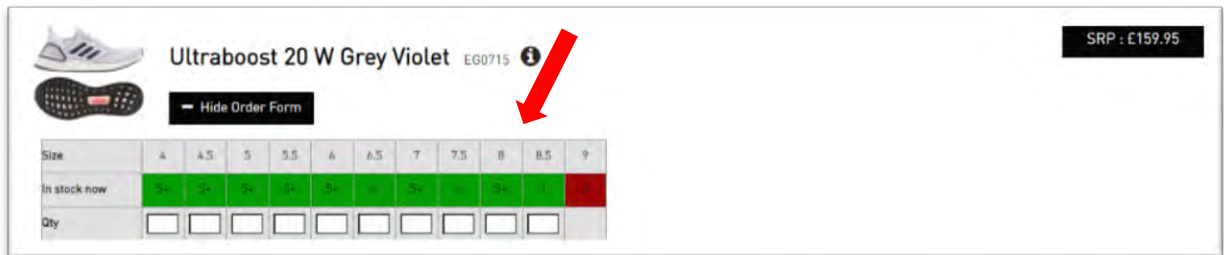
A3: Select one page & click on the 'Expand All' button to view full availability within the select category.

Q) How do I add an item to the basket?

A1: If you cannot see the order form, please click the 'Show Order Form' button.



A2: Input the quantity you require under the size required. This will automatically add the items to the checkout section.



Q) The size I require shows 0 in stock now, will this item be restocked?

A) The item in that size is no longer available to order and will not be restocked unless there is the ability to enter a quantity within the box, and a future availability date.



Checkout, Payment, and Delivery

Q) How do I check out and pay for the item in the online basket?

A1: Please click on the trolley icon at the top of the page, which will take you to the shopping basket page.



A2: Fill in the required fields within the shopping basket and select the 'Continue to Payment' button, which will take you to the next payment stage.



Shopping Basket

Below are the items currently in your order:

Product	Art. No	Qty	Disc.	Price	Subtotal	
adizero Pro W Pink	FW9242					✘
adizero Pro W Pink 5		1		£133.33	£133.33	✘
					Total ex. VAT	£133.33
					VAT	£26.67
					Total inc. VAT	£160.00

Free postage on orders over £100 (€6 postage for orders under £100). Items will be dispatched within 2 working days and sent via DPD, UPS or TNT depending on the parcel size and will need a signature on receipt.

Please complete the required details below to finalise and submit your order

Please note that we are only currently accepting UK orders.

Customer Details - Delivery Address (business address preferred)

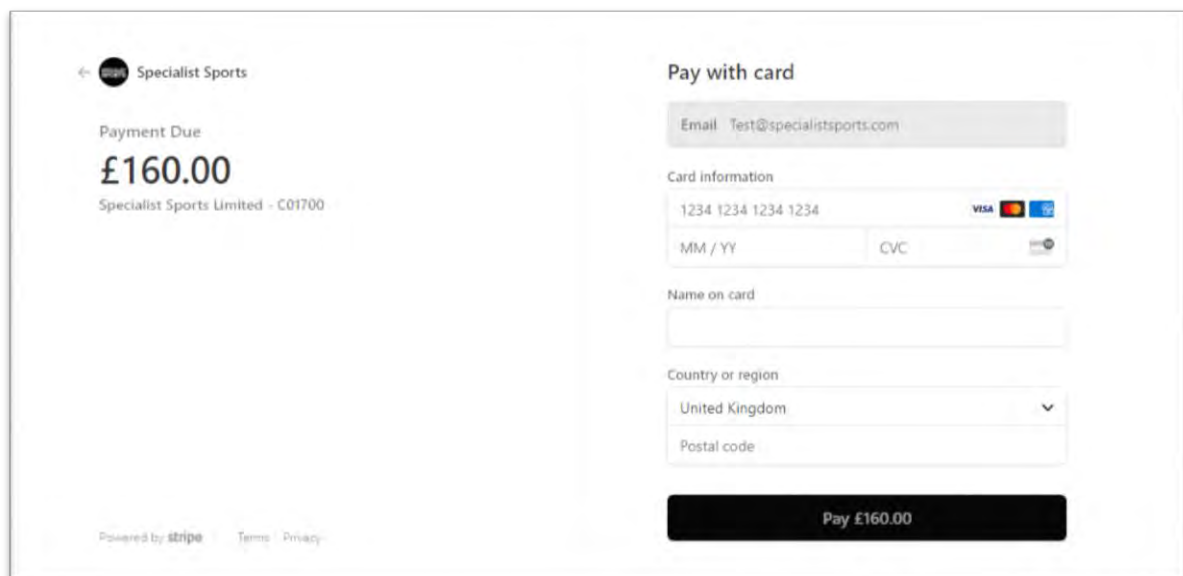
First Name	<input type="text" value="Test"/>
Surname	<input type="text" value="Test"/>
Email	<input type="text" value="Test@specialistsports.com"/>
Mobile	<input type="text" value="0700000000"/>
Address	<input type="text" value="Specialist Sports Shoes Ltd"/>
Town	<input type="text" value="Southampton"/>
County	<input type="text"/>
Postcode	<input type="text" value="SO16 0YS"/>
Country	<input type="text" value="United Kingdom"/>
Additional Comments	<input type="text"/>

Please tick this box to accept our [Terms of Business](#) and [Privacy Policy](#).

[Continue to Payment](#)



A3: The payment system is powered by stripe and Specialist Sports Ltd. Checkout will link through to this:



The screenshot shows a checkout page for Specialist Sports. On the left, it displays the Specialist Sports logo, a back arrow, and the text 'Payment Due £160.00 Specialist Sports Limited - C01700'. On the right, there is a 'Pay with card' section. This section includes an email field with 'Test@specialistsports.com', a 'Card information' section with a card number field (1234 1234 1234 1234), a dropdown for card type (VISA, Mastercard, American Express), and fields for 'MM / YY' and 'CVC'. Below this is a 'Name on card' field, a 'Country or region' dropdown (set to 'United Kingdom'), and a 'Postal code' field. At the bottom right of the form is a black button labeled 'Pay £160.00'. At the bottom left of the page, it says 'Powered by stripe' with links for 'Terms' and 'Privacy'.

A3: Once the payment is processed, the order confirmation will be sent to the email address provided. We aim to deliver all orders within 2-3 working days.

RAFCF Grant Number

Q) I have been asked to enter an RAFCF Grant number, where will I find this?

A) RAFCF will provide a grant number once an application has been successful. This is to be entered to confirm the grant has been used accordingly.

If further assistance is required, please contact us by emailing help@specialistsports.com. We aim to respond to all enquiries within 24 hours.