

Frequently asked questions:

How long will it take to receive my order?

Each order is processed & shipped with 48 hours. We ship all orders via US Postal Service priority mail. Most U.S. orders are delivered within 2-3 days. Canadian orders can take up to 10 business days. You will receive an email with your tracking information once it has been shipped. Please keep in mind those shipments that occur on or around national holidays may be delayed because of US Postal Service closures.

What do I do if an item is damaged or doesn't work?

If your order is damaged or not working, you can simply return it to us for a full refund or exchange with 10 business days. Merchandise should be returned to 24540 S 38 St, Firth, NE 68358.

What is your refund policy?

We will refund you the full purchase price under the following conditions:

1. Merchandise was not received. We track & confirm all shipments made through the US Postal service. We are not responsible for items lost or stolen once delivered.
2. You will receive a full refund for merchandise that is damaged or defective upon receipt. Simply return it to us at 24540 S 38th St, Firth, NE 68358 within 10 business days.
3. When a public clinic is cancelled we will refund the price paid for admission. We will not refund clinic seats if you simply can't make it, forget about the clinic, etc.

Will you replace products that are lost or damaged by customer?

No. We do not replace items that are lost or damaged by the customer. This includes, but is not limited to, DVDs & CD-ROMs that become scratched due to improper handling.

What should I do if I haven't received my merchandise?

Contact customer service immediately at 402-670-4474 or by email at coachdave@winningyouthfootball.com if your order has not been received within 10 days. Please include your name, address, date of order, and a phone number where you can be reached. We will begin tracking your order immediately and respond to your query within 24 hours.

Can I exchange my merchandise for newer versions of the same material?

It's hard to believe it, but we have been asked this and the answer is "no". You must purchase the latest edition of the book/dvd in order to receive it.