



USA Archery Club Shop FAQ's

MyUSArchery.com

What is this website?

This website is a new USA Archery club benefit. It offers free digital downloads, customizable digital and print marketing materials, promotional products offered at reasonable rates, and limited-edition achievement awards.

How do I find this website?

In emails from USA Archery, you'll find a link, click on it and bookmark it. After accessing the site, your session will be timed out for security purposes after 15 minutes of inactivity. You will then be prompted to a login screen. **Please disregard, as you are not required to log in.** Simply enter the website URL (<http://www.myusarchery.com>) into the address bar to be directed to the home page.

When adding the site link to your Browser's bookmarks or favorites, please ensure this exact link is used. If you are directed to a login page after bookmarking, please edit the URL in your bookmarks/favorites manager to <http://www.myusarchery.com>.

Who is it for?

Club leaders, coaches, state coordinators and state associations.

Why is there a \$50 set-up fee?

This one-time fee will cover the cost to set-up your club or state logo so you can have easy access to customize all your marketing and promotional materials quickly and easily in a dropdown menu.

Why does it ask my for log-in information when I go to MyUSArchery.com?

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Who can I contact at USA Archery about my membership?

The Athlete Safety and Memberships Coordinator at memberships@usarchery.org or 719-866-3460.

Who can I contact at USA Archery about this website and what it has to offer?

Emily Beach, Director of Marketing and Member Experience at ebeach@usarchery.org or 719-866-3461.

Why can't I sell USA Archery branded merchandise for a profit?

Your club and its affiliates cannot sell USA Archery branded or USA Archery co-branded merchandise for a profit however, you can sell your **club or state association-only branded** merchandise for a profit.

Can I sell USA Archery branded merchandise to club members at-cost?

Yes.

How is shipping calculated?

Shipping is calculated at 8% of the order total (Minimum of \$10)

Can I return items?

Most items cannot be returned because they are customized with the club logo. For all print and merchandise orders, you will receive a proof online or before production begins. For apparel, there are size charts for each item as you order so you can make sure it will fit prior to ordering.

I'm not finding my club logo on the site. How do I get it setup?

Go to MyUSAArchery.com and click on the Getting Started icon. Fill out the form, upload your club logo and submit. The staff at American Solutions for Business will setup your logo and confirm when available for ordering.

How do I pay for my order?

All orders can be purchased with a major credit card. We process eCommerce transactions securely in compliance with the current Payment Card Industry Data Security Standards.

How long does it take to receive my order?

It depends on the item that you order from our site, however most items will deliver within 10-14 business days after the order has been received.

Who should I contact if I need assistance with ordering or have questions on my order?

Please contact Customer Service at USAArchery@Americanbus.com or by calling 800-529-1980 ext. 102.

I don't see what I'm looking for – can you help me find it?

Absolutely! We have access to thousands of items. Please contact USAArchery@americanbus.com or call 800-529-1980 ext. 102 and we'll do our best to help you.