

## Order Process with Questions and Answers

Here you can order your backnumber in a few simple steps. Click on your organization (i. e. IJF or EJU). You will either find the respective fields on the right-hand side of the screen or in the form of a button on the page. This will open a page with input fields.

Enter your first and last name in these input fields, select the country you are competing for and then click "Create preview".

This will open a preview of your personal backnumber on the right of the input fields. Please note that there are rules for how your name can and may be shown. You can find these instructions [here](#) or also underneath the input fields.

We have provided an automatic process for shortening names that are too long automatically. Please keep on trying until you are satisfied with the result. Creating previews is not binding in any way and you can create as many previews as you like.

As soon as you come up with a design you are satisfied with, simply place it in your shopping cart. Please remember to enter and order an adequate quantity (e. g. 6 backnumbers).

Once you have placed the first number in the shopping cart, a new screen will appear. Here you can either "proceed to checkout" directly and conclude the order process, or you can create more backnumbers. These you can also place in the shopping cart, for example if you wish to order some for your friends, too. **Please note that you, as the person placing the order, are responsible for the correct spelling of the entries!** Incorrectly ordered items can not be exchanged or refunded.

You can order as many backnumbers as you like. Please remember to enter the appropriate quantity for each one. It is also important for you as the ordering party that we will debit your credit or debit card with the entire costs. Please also note the shipping fee, which may increase as you add more backnumbers. You can find out about the shipping costs and their corresponding quantities on the webpage or by clicking [here](#).

Once you have placed all the required backnumbers in the shopping cart you need to "proceed to the checkout" for concluding the order process. You can either select to do so on the screen after placing a product in your shopping cart, or by going to the shopping cart yourself. You can always find the shopping cart by clicking the "Show shopping cart" button at the top right of the screen.

In your shopping cart you can see all the backnumbers you have created and placed in it. The backnumbers are shown in small previews and you can also check the quantities ordered.

- if the name is wrong you should delete this order line and create the backnumber once more. To do so, simply select the order line and then click „Delete“ below.

- if the quantity is wrong you can simply adjust it. The screen needs to be updated after every change you make. To do this, simply click the "Update" button.

The correct **shipping costs** will only be displayed once we know your delivery address and the shipping type (standard or express). Before that you can view the relevant information [here](#).

Once you are satisfied with the ordered quantities and previews you can proceed to the next stage of the order process. Simply click the "Continue" button at the bottom right of the screen.

You need to register with the system for placing an order. Whenever you place the next order you will then be able to simply log in using the same data.

To register with the system, simply enter your personal data.

If you do not specify otherwise we will normally ship your order to the address you entered. The bill will also be invoiced to this address.

### **Important Advice:**

If nobody is at home at your private address during the day you should rather specify a business address or that of your club, for example, as the delivery address.

We ship worldwide via parcel services and these companies deliver during office hours. Deliveries will always be made to a person who confirms the receipt. Please note that we can not accept any liability for the receipt of deliveries. Please choose a delivery address where somebody will be available to accept your order during office hours.

In the next step you need to select a shipping mode. We can either deliver within 4 weeks at the latest or by express delivery. The express delivery terms depend on the delivery address.

Deliveries to large cities in almost every country take 2 to 3 days. Including our express production, the express delivery period will hence be 4 to 5 days in total. Please take this into account.

If you need an even faster delivery, please mail us at:

**SUPERexpress@mybacknumber.com**

In this stage of the order process you also need to select the payment type. We accept various credit and debit cards for payment.

Finally you will be shown an overview of your entire order including all the data. If everything is OK you can conclude the order process by clicking on „Order now“.

We will then manufacture the items you ordered and ship them to you. Delivery of up to 12 backnumbers is handled per document dispatch and should hence not cause any customs problems.

We are unfortunately unable to accept any liability for any problems nonetheless arising with customs authorities in your country.

You can find further information at the website (FAQ, ordering instructions, shipping costs, etc.)

We wish you the best of luck!

Your mybacknumber.com-team

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