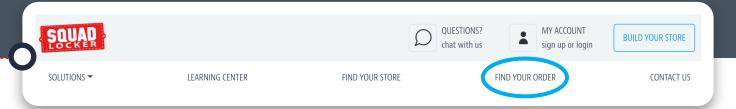


Your SquadLocker Customer Experience Overview

SquadLocker's platform can provide you updates on your order 24 hours a day – all with a few clicks of a button. To check the status of an order, use our Find Your Order tool on our homepage.

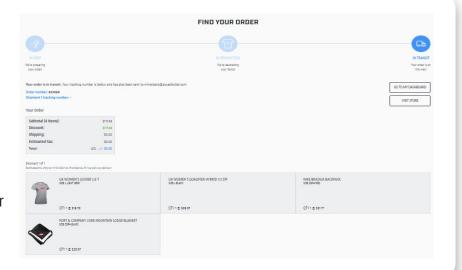
Simply select the "Find Your Order" tab at the top of squadlocker.com



Enter your email address and the six-digit order number you are searching for.

Our online tracker will provide you with details about your order, including:

- what stage your order is in (prep, production, transit)
- details about what's in your order
- carrier option selected
- estimated ship date



Our Customer Experience team is also here to personally serve your needs. Our Customer Experience team can provide:

- Advice on product recommendations and decoration options for Locker administrators
- Assistance with questions/inquiries/modifications needed in your Team Locker(s), including:
 - · logo adds/changes/deletions
 - order processing
 - product support
- Order status, delivery tracking or discrepancies with receipts
- · Product availability, advice and updates
- Details of promotions schedules and qualifications and coupon code inquiries
- · Fundraising status updates for locker administrators
- · Hassle-Free return support

Contact Details:

By Phone: Toll free phone support Monday to Friday 8:30 AM ET to 5:30 PM ET.

1-888-885-6253

By Chat: Online, instant support via chat on our website 7 days a week.

Monday to Friday 7AM ET to Midnight Sat/Sun 9AM FT to 8PM FT

By Email: support@squadlocker.com

Management Team:

Deborah Dickie - Director Customer Experience **Natalia Batista** - Manager Customer Experience **Linzy Cote** - Quality Assurance Lead

Caitlin DeLeon - Trainer