



BARON®

BARON® FREQUENTLY ASKED QUESTIONS

What's the status of my order?

Orders take approximately 10-12 weeks to produce. This timeline begins when all individual orders for a team have been submitted, and have been approved by the team contact.

Why do I have to wait for the rest of the team to order?

Our manufacturing process is most efficient when all rings of the same design pass through production together. It's our way of being able to provide superior quality control and costing of each production run.

Why doesn't my ring ship directly to me?

We ship the entire lot of rings to one address when completed, which ultimately saves everyone extra shipping costs. It also avoids some team members getting their rings before others.

Why did I receive my apparel, but not my ring?

Our partner facilities have different production times than we do at Baron®. When their product is complete, we want you to have it as soon as possible. Aside from apparel, all items will ship with the team order at a later date.

Who is my team contact and what is their role?

Your team contact is likely a coach, manager, or a volunteer from the team who serves as the liaison with our staff at Baron®. They are likely the one who would have sent you the link to the online locker room. Moving forward your Locker Room liaison is designated to provide assistance, and answer questions you may have. If there are questions they don't immediately have the answer to, they will contact us at Baron® to resolve.

What is my order number?

Your order number is found on your confirmation email. It is listed as #CAN1234 or #USA1234.

Can I ship to a PO Box?

At this time, we can only ship to Canadian PO Boxes - not those located in the USA. Please provide a physical address to avoid any delays in shipments.

Can I change my shipping address?

There is no need to change your shipping address if your order is shipping with a team. However, if you have an apparel item shipping directly to you, please contact store@baronrings.com to update your shipping address. Please provide your Order Number for reference.

How can I make a change to my order?

If you'd like to make a change or modify a detail on your order, please contact store@baronrings.com with your Order Number and requested change. You will receive a confirmation email when the change is made.

How do I pay my balance of my order? When is my balance due?

1. Return to the Online Locker Room that you placed your order.
2. Select the "Balance" option of the ring that you purchased.
3. Enter your original order number and name the order was placed under.
4. Proceed with payment as per usual.

Balances are due 2 weeks prior to shipping taking place

BARON® FREQUENTLY ASKED QUESTIONS | 2020 | v.1