



Kit ordering guidance

Our kit is manufactured and supplied by [Champion System](#).

They provide ladies and gents kit and online ordering and payment. You may order whatever you want, as long as the total items from Swan Wheelers club members in an order window exceeds ten (that doesn't mean ten of the same thing, everyone can order a different thing).

We endeavour to open the web shop at least twice a year:

- April – for early summer delivery
- September – for pre winter delivery

However, if demand is sufficient outside those two standard windows we would look to open an additional window.

Delivery time on our kit is approximately 5-6 weeks after each order window is closed. Please keep your eye on the forum/social media/newsletters for updates on order windows and delivery.

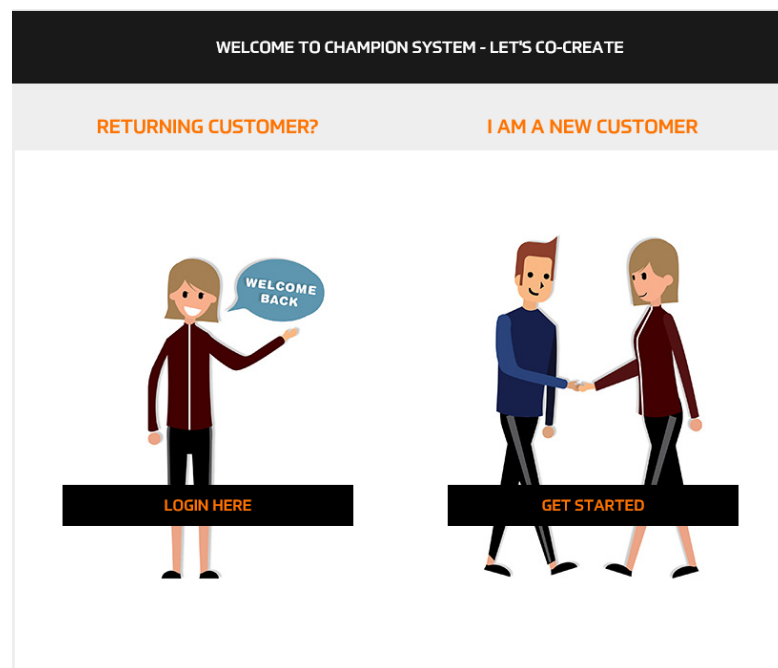
Full details on how to order and some FAQ are below. You may also visit the Champion System website for a Walkthrough Guide: <http://champ-sys.com/pages/cs-direct-walkthrough-members>



This 3D render is for display purposes ONLY. It is not to be used as a tool for proof approval
Champion System **BE YOUR OWN BRAND** champ-sys.com

How to order

1. Navigate to <https://eucustom.champ-sys.com/Login/en-GB/Default.aspx> and you'll see the following screen:



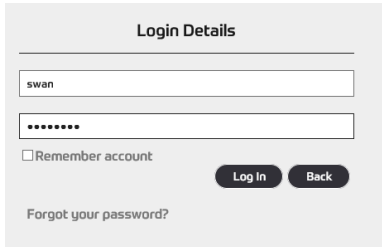
2. Click on **LOGIN HERE** under **RETURNING CUSTOMER?** even if this is your first order

I've not ordered kit before

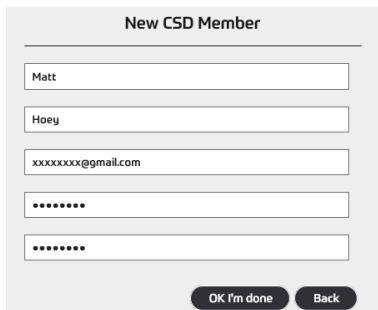
Enter the following one time log in details:

Username: **swan**

Password: **wheelers**



On the next page you will be asked to enter your own details and create an account.

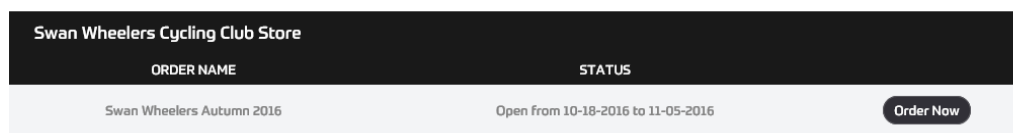


You will use the details you set here to log in every time you visit in the future.

I have ordered kit before

Use the username/email and password you created when you registered on the site

3. Once you've logged in to CS Direct you will see the Swan Wheelers store (this page may appear visit – just hit the Order Now link if it does)



4. Browse the store and choose the item(s) you'd like to buy
5. When you add items to your basket you'll be asked what customisations you wish to make (eg exposed zipper, hidden zipper) and what size you want
6. If you wish to order more items, click on Continue Shopping, otherwise go to your Cart
7. The cart shows you the final price, if you are happy to proceed, click on Checkout and pay for your order
8. Delivery is 5-6 weeks following the closure of the order window.

Information about the products

The best place to source information about the products you can order via the Swan Wheelers site is via Champion System's main page: <http://champ-sys.co.uk/cycling/cycling-collection> . We have fed back to Champion System that this isn't an ideal approach!

Size charts

Champion System provide size charts for each type of item (eg different charts for race fit jerseys and club fit jerseys). Please make sure you check this ahead of ordering. So far no one has indicated the size they ordered did not fit them.

Chamois Options

Information about the two chamois pad options (Veloce and GranFondo) can be found here - <http://champ-sys.co.uk/custom/pages/chamois>

Fabric Information

Information about all the fabrics used across the full range of our kit can be found here - <http://champ-sys.co.uk/cycling/our-fabrics>

Jersey cuts

CS do Jerseys in Club Cut (a looser fitting style), Race Cut (very snug and trim), and also a women's specific cut. Please refer to the sizing charts and measure your existing fitting garments for reference before ordering.

We would generally recommend purchasing the basic CS tech jersey in club fit for social rides, and the CS Razor Lite jersey in race fit for... racing.

Find out about each jersey here (but don't order via this link!) <http://champ-sys.co.uk/cycling/cycling-collection/cycling-jerseys>

Points to note

1. You can only place orders during an order window - please contact the Club Secretary for more details of dates
2. In order to provide a truly customised bit of kit, there are many different options on each item, eg different pads on bib shorts, silicone grippers on jerseys, hidden/visible zips on gilets. Please ensure you choose the options that suit you when you add each item to your basket
3. Please order carefully. You are dealing direct with the manufacturer and the Club will not be in a position to provide exchanges or refunds.
4. Base price for each item **excludes VAT at 20% and delivery at 5%** - please bear this in mind so you're not surprised at the checkout!

Getting help

For help in using the CS Direct ordering portal, or, if you have a specific query about a Swan Wheelers kit item or accessory, please contact:

Matt Hoey (Club secretary) : MattH on the forum or swanwheelerscc@gmail.com

Robert Pamphlett (Champion System) : robert.pamphlett@champ-sys.com