



Quick reference guide - STIGA Sponsored Players

Website access and purchase

This guide provides a quick overview of how to access the STIGA Sponsored Players website and how to make a purchase.

How to access the website

1. **Navigate to the Website:** Open your web browser and visit <https://players.stigasports.com/>.
2. **Enter password:** You will need a password to enter the website. The current password is **FUTURE24XSTIGA**. Make sure to enter the password exactly as this, as it is case sensitive.

How to navigate and make a purchase

1. **Select your market:** Before you start to browse products and make a purchase, be sure that you are on the correct market. You do this by selecting the market from the menu at the top right on the website.



For example, if you are from Sweden, select "SE | EUR" from the menu.

Please note: All prices are displayed in EUR on the sponsored players website.

2. **Browse products:** Once logged in, navigate through the website to find the items you wish to purchase. You can click on "TABLE TENNIS" at the top middle of the page to access the menu, or you can scroll down and shop by category. There is also a search icon at the top right of the page. However, this is currently out of function.
3. **Add to cart:** When you find an item you want, click the "Add to Cart" button. Before doing so, be sure to select the correct variant, color or size of your

product (if there are more than one variant available, you will find the variants above the "Add to Cart" button. Please note that the product image does not always change when selecting a variant, so make sure the selection on the button is correct before you add the product to the cart.

4. **Review your cart:** When you add a product to the cart, the cart will pop up. Click on the "X" in the top right corner to close it and continue purchasing. You may also use the "Continue Shopping" link at the bottom. In the cart, you can also change the quantity of the selected product(s) or even remove the product from the cart.
5. **Proceed to checkout:** When you are ready to complete your purchase, click the "Go To Checkout" button in the shopping cart. Review all items, quantities, and prices to ensure accuracy.
6. **Add your discount code:** If you have received a discount code from STIGA, click the "I have a discount code" in the checkout. Add your discount code and click "Apply". If the discount code is incorrect, you will see a "Could not find voucher" message. Please ensure that you have a valid STIGA Sponsored Players discount code and that you have entered it correctly.

When added, the discount will be shown in the price summary.

Please note: We have experienced some unexpected problems with the VAT in the checkout (VAT becomes -0.01 EUR). This may result in an error message and the checkout will not load correctly. We are monitoring this issue closely and working on solving it. Should this particular error occur, please contact us.

Should you receive any other error message at this point, please read the "Important" section below on how to solve it.

7. **Enter shipping information:** Provide your shipping address. Ensure all details are accurate to avoid delivery issues.
8. **Review order:** Before finalizing, carefully review your entire order, including product(s) and shipping address and total cost.
9. **Place order:** Confirm your purchase by clicking the "Pay Order," "Betala köp," or similar (depending on your language) button. Please note that you need to click on "Pay Order" / "Betala köp" even if the total price of the order is 0.
10. You should receive an order confirmation email shortly after.


Important: If you experience any problems with navigating the website or completing a purchase, please follow the steps below to solve it:

1. Refresh your browser cache.

Here is how to do it on a desktop computer:

- Google Chrome / Microsoft Edge (Windows): Press Ctrl + F5
- Google Chrome / Microsoft Edge (Mac): Press ⌘ Cmd + Shift + R
- Firefox (Windows): Press Ctrl + F5
- Firefox (Mac): Press ⌘ Cmd + Shift + R
- Safari (Mac): Press ⌘ Cmd + Option + R

Here is how to do it on a mobile phone:

- Safari (iPhone/iPad): Tap the refresh icon  in the address bar. If the page still looks outdated, go to Settings > Safari > Clear History and Website Data.
- Chrome (Android/iOS): Tap the menu (⋮ or ...) → Reload. If needed, go to Settings > Privacy > Clear Browsing Data and clear cached images/files.

2. Open the website in incognito mode / private browsing.

Here is how to do it on a desktop computer:

- Chrome / Edge (Windows): Press Ctrl + Shift + N
- Chrome / Edge (Mac): Press ⌘ Cmd + Shift + N
- Firefox (Windows/Mac): Press Ctrl + Shift + P (Windows) / ⌘ Cmd + Shift + P (Mac)
- Safari (Mac): Press ⌘ Cmd + Shift + N

Here is how to do it on a mobile phone:

- Safari (iPhone/iPad): Tap Tabs → Private → +
- Chrome (Android/iOS): Tap menu (⋮ or ...) → New Incognito tab
- Firefox (Android/iOS): Tap menu (⋮ or ...) → New Private tab

FAQ

Some questions and answers that might be helpful. If you have further questions, please visit <https://players.stigasports.com/legal/contact-us> for details on how to contact us.

Your order

What if a product is missing from my order?

Please note that if you have ordered multiple products, they may be shipped in separate packages. If you wish to get in touch with us, you will find details on this page:

<https://players.stigasports.com/legal/contact-us>.

Where is my order?

Once your order has been shipped, you will receive an email with your tracking number. If you have not received your shipping email, please check your spam folder. To learn more about our delivery times and to track your order, please visit

<https://players.stigasports.com/legal/shipping-delivery>.

Can I change my order/delivery once I've placed it?

Once an order has been placed, it will be handled immediately to ensure that you receive it as quickly as possible. Therefore, we cannot delete or change your order.

I haven't received my order confirmation – what should I do?

Check your junk/spam folder - your order confirmation may have ended up there. If you still can't find it, please contact us: <https://players.stigasports.com/legal/contact-us>.

Shipping & Delivery

What is your delivery time?

The delivery time depends on your chosen delivery method. Read more about shipping and delivery here: <https://players.stigasports.com/legal/shipping-delivery>.

Which countries do you ship to?

We ship within Europe, UK and Norway. To check if we deliver to your location, enter your address at checkout, and the system will automatically provide the available shipping options. Please note that shipping times and costs may vary depending on the destination. If your country is not listed, please get in touch with us through the contact form for further assistance.