



General:

Why did Touch Football Australia partner with New Balance?

New Balance is an iconic international brand with a mission to provide the perfect blend of performance technology and style for all. TFA is proud to have the backing of a global powerhouse in New Balance and through the collaboration with Belgravia Apparel (BSA) see them provide the touch football community with iconic products via an efficient and direct ordering process.

Who is Belgravia Apparel (BSA)?

Belgravia Apparel is a division of The Belgravia Group, a privately owned Australian company consisting of multiple businesses across a range of industries, including health and fitness, leisure, tourism, property, finance and technology. With over 30 years' experience, Belgravia Apparel (BSA) leads the custom apparel market space to take your team, club, school or business to the next level to inspire unity & performance. They deliver substantial industry knowledge, design and manufacturing expertise and client focused, best practice processes. This is backed up with a large design team, sales teams & offices across Australian & New Zealand, a state of the art local Australian manufacturing facility and accredited offshore manufacturing partners.

What is the relationship between New Balance and Belgravia Apparel?

In 2020 Belgravia Apparel and New Balance Inc collaborated to deliver an elite team wear apparel model to the Australasian Professional sports market. Under this collaboration, Belgravia is responsible for all product manufacturing conducted in New Balance approved manufacturing plants in accordance with the company's strict ethical compliance standards. This collaboration has quickly delivered several new partnerships in the elite sporting landscape in Australia/New Zealand for the New Balance Brand.

Belgravia Core Value Proposition:

- World class manufacturing capabilities including Australian operations with ethical standard approval.
- Design & colour consistency across domestic and offshore manufacturing.
- Ability to source specific products.
- Imported and local range of customised designs and elite technical fabrics.
- Vast range of ready to wear and custom-made Club merchandise.
- Ability to create automated online shop portals with various payment options.



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How long is the agreement between New Balance and Touch Football Australia?

TFA has partnered with New Balance as the official apparel and footwear partner for the next four years, commencing on 1 January 2025.

Will I still use the TFA shop to order referee uniforms, balls and accessories?

The current www.touchfootball.com.au shop will be inactive from 31 December 2024. There will be a revamped TFA merchandise shop website that customers can order through from 1 January 2025 that will be provided to the touch football community via email, social media, and linked to here once available. From 1 January 2025 touch footballs can be ordered directly through the Steeden website:

<https://steeden.com.au/collections/touch-football>

Where do I order uniforms?

The following items will be available through the new TFA merchandise shop:

- Athelite Australian Emu team uniforms
- Referee uniforms and accessories
- TFA state uniforms (except NSW and QLD)
- TFA merchandise (including Australian Emu supporter gear)

For team, club, and affiliate uniforms, please visit the [Belgravia Apparel shop](#) to design your own kit from 1 January 2025.

Can an affiliate or social team order uniforms through the online process?

Yes – affiliates and social teams will have the ability to order team uniforms through the [Belgravia Apparel shop](#) from 1 January 2025.

Will there be an option for personalised playing or training tops?

Yes - [Belgravia Apparel's shop](#) allows you to design your own kit from 1 January 2025.

Will I need to order a new uniform for The Championships 2025?

There will be no mandate for clubs or affiliates to wear New Balance branded uniforms at the 2025 Championships.

State representative teams from WA, SA, ACT, VIC, TAS, and NT will be required to wear New Balance branded uniforms at the 2025 Championships. The new designs will stay the same for the 4 years of the agreement.





What is the process for ordering representative state or national team uniforms?

National Teams: Individuals will be provided a link and personalised password from their Tour Manager or TFA representative to place their representative uniform order. Product (except for match jersey/singlets) will then be delivered directly to the individual's address. Match jerseys/singlets will be sent directly to the Tour Manager or TFA representative who will then distribute when appropriate. More information on this process will be provided directly by your Tour Manager or TFA representative.

State Teams: Individuals will be provided a link and personalised password from their Tour Manager or TFA representative to place their representative uniform order. In 2025 product will then be sent directly to the Tour Manager or TFA representative who will then distribute when appropriate. More information on this process will be provided directly by your Tour Manager or TFA representative.

Will a sizing kit be available?

Yes - TFA offices in ACT, SA, NT, TAS, VIC, and WA will have sample sizes available to try on, get in touch with your local TFA office to organise trying on the kit. Additionally, the TFA merchandise store will have size charts available online.

Ordering:

What is the lead time on orders?

Lead times will vary across product type. New Balance will hold stock of referee, merchandise and state uniform items. These items will have a shorter lead time than custom products. Visit the Belgravia Apparel website for lead times.

If I forget to order an item, can I go back in and order it later?

Yes, however lead times, minimum order quantities, and prices may vary.

Does the order get sent to me directly?

For individual, referee, affiliate, and team orders placed on the new TFA merchandise shop items will be sent directly to the individual placing the order.

For orders relating to TFA state representative squads see above question and answer.





What is the cost of each item?

Individual item prices will vary, these will be visible on the online store once available. The increase in cost of some items reflects the premium quality and craftsmanship that come with partnering with an internationally renowned brand. Each item is made with high-quality materials designed for enhanced performance, durability, and comfort, ensuring that our players and teams are equipped with the best possible gear. Additionally, the new partnership offers a more streamlined and efficient ordering and shipping process, reducing lead times and ensuring quicker delivery to our members.

What is the returns policy?

Please refer to Belgravia's refund policy: [Refund policy – Belgravia Apparel | Sports AU](#)

If an item is the wrong size, can I get and exchange or refund?

Please refer to Belgravia's refund policy: [Refund policy – Belgravia Apparel | Sports AU](#)

If an item is faulty, can I get an exchange or refund?

Please refer to Belgravia's refund policy: [Refund policy – Belgravia Apparel | Sports AU](#)

If I pull out of the competition and no longer need the uniform, can I get a refund?

Please refer to Belgravia's refund policy: [Refund policy – Belgravia Apparel | Sports AU](#)

What happens if I have a personalised playing top that ends up being the wrong size?

Please refer to Belgravia's refund policy: [Refund policy – Belgravia Apparel | Sports AU](#)

Can I order referee gear in bulk and pay via invoice?

Yes, for those affiliates wishing to purchase uniforms in bulk and pay via an invoice, please see the below steps:

1. Complete Belgravia's 'New Customer form' - [click here to download a copy](#).
2. Email Adam Whitehead at Belgravia Apparel at awhitehead@belgraviaapparel.com with the following:
 1. The completed form.
 2. The value of credit you wish to purchase. Credits can be purchased in lots of \$250 increments alongside a customer form. I.e. \$250, \$500, \$750, \$1000.





3. The request will be processed through Belgravia Apparel to create the credits and then the affiliate will be invoiced.
4. Once the affiliate has paid the invoice and the remittance sent to Belgravia Apparel, the affiliate will then be provided with their credit code to order the referee products through the online shop.

If you have any questions, please reach out to Ben Zampa at Touch Football Australia at ben.zampa@touchfootball.com.au.

Please note that this process is only available to Touch Football affiliates.

