



England  
Rugby

# England Rugby Club Hub

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## England Rugby Club Hub FAQs

### What is England Rugby Club Hub?

England Rugby Club Hub is an online platform designed as a one-stop-shop for the rugby community to access rugby-related products at competitive rates. The hub has transactional capacity enabling a club to buy a wide range of products from a number of suppliers in one purchase minimising admin work and supporting budget management. The hub also hosts England Rugby partner offers for the community to access. Some offers are in promo code format, some are multi-buy discounts and some offer the chance for quotes from regional representatives.

The hub is not a retail store – it's a group buying platform designed to support a community that has consistent product requirements. Many items are custom-made or supplied in bulk.

### Can I use England Rugby Club Hub?

England Rugby Club Hub is a portal for the rugby community. If you are a member of a registered club or team, a qualified coach or referee, or recognised member of the rugby community then you are entitled to access the portal. Generally members will have an RFU ID number which enables first port access to the sites registration page.

### What is my RFU ID?

Your RFU ID is a unique code each registered member of the rugby community has which is linked to the RFU database.

### Where can I find my RFUID?

You will find your RFUID number on your emails received from the RFU (Community game update) or on your coaching, referee or club player insurance paperwork.

### How can I pay on the club hub?

Payment can be made using debit or credit card via our secure online checkout. Users in the United Kingdom can accept Visa, Mastercard, American Express credit and debit cards.

### How can I track my orders?

Order tracking is fully integrated to orders placed on the site

### Where do I find out product information?

Most product information is provided along with an image of the item on the site. Further details may be available on the manufacturer's website which will be listed with the product. If you have specific product questions you can submit an information request in the CONTACT US section of the portal.

### What do I do if my order doesn't arrive?

If your order doesn't arrive please follow these instructions:

- Please check you haven't received a missed delivery card
- Please check your package hasn't been left in a secure place or with a neighbour
- Log in to the England Rugby Club Hub
- Click on CONTACT US
- From the drop down menu select PROBLEM WITH MY ORDER
- From the drop down menu select MISSING DELIVERY
- Complete the open field box with a brief description of your issue
- Leave your NAME and CONTACT NUMBER in the box provided
- A member of the team will contact you to resolve the issue.

### What do I do if my order is incomplete?

- Log in to the England Rugby Club Hub
- Click on CONTACT US
- From the drop down menu select PROBLEM WITH MY ORDER

- From the drop down menu select INCOMPLETE ORDER
- Complete the open field box with a brief description of your issue
- List the items missing from your order
- Leave your NAME and CONTACT NUMBER in the box provided
- A member of the team will contact you to resolve the issue

#### **What do I do about faulty items?**

- Log in to the England Rugby Club Hub
- Click on CONTACT US
- From the drop down menu select PROBLEM WITH MY ORDER
- From the drop down menu select FAULTY ITEM(s)
- Complete the open field box with a brief description of your issue
- List the items missing from your order
- Leave your NAME and CONTACT NUMBER in the box provided
- A member of the team will contact you to resolve the issue

#### **What do I do if sizes are wrong?**

The England Rugby Club Hub is not a retail store with many of the items being made to order. We do not stock product to swap and change sizes. If a product is a stock item (EG: Gilbert balls) we can exchange the item. Your feedback is important to us so if this situation occurs please advise us on the following:

- Log in to the England Rugby Club Hub
- Click on CONTACT US
- From the drop down menu select PROBLEM WITH MY ORDER
- From the drop down menu select SIZE ISSUE
- Complete the open field box with a brief description of your issue
- List the items missing from your order
- Leave your NAME and CONTACT NUMBER in the box provided
- A member of the team will contact you to provide information on the matter.