

FANS FROM HOME: FAQs



Do I get my cut out at the end of season?

No.

What happens after I place my order?

Your photo will be printed and cut to shape. Your cut out will then be delivered to, and transferred between, the relevant stadiums and placed onto a seat in the crowd.

My order is not processing?

With limited numbers available it is likely that the website is experiencing high traffic causing delays. Please click 'proceed to checkout' and 'submit payment' buttons just once.

Can I have my cut out placed in a specific seat?

As the fixtures will be taking place at various neutral stadiums, it is not possible to fulfil this request.

Can multiple orders be seated together?

Fan Cut Outs will be placed in no particular order at the stadium, meaning there is no option to request this.

How does this support my club?

When you select your team to support, all profits from the sale of your Fans from Home cut out will go directly to your club.

How many fixtures will my cut out be present at?

Your Fans from Home cut out will travel to every televised Betfred Super League fixture throughout the month of August 2020.

Will my cut out appear in the Sky Sports broadcast and matchday photography?

Cut Outs will be visible throughout the Sky Sports broadcast of each fixture, however there is no guarantee that yours will feature in the broadcast or any photography.

Criteria for photograph

Photographs will be regulated to ensure no images conflict with SL family-friendly values, any images uploaded that feature any offensive, controversial or inappropriate content will be rejected. E.g. no nudity, no convicted or alleged criminals/terrorists, no high profile controversial/celebrity figures with discriminatory beliefs will be accepted.

What happens if my image is rejected?

If your image is rejected due to the photo being of low quality or the incorrect format then you will be contacted offering a refund by Infinity Apparel. Resubmission of the image will be subject to availability, however this will require another separate order completion. Should your image be rejected due to violation of our SL family-friendly values you will not be offered a refund.