



**Dear Bend FC Families,**

At Capelli Sport, our mission is to deliver best-in-class service that elevates the athlete and team. Over the past 18 months, we have fallen short of that promise, and for that, I sincerely apologize.

We recognize that delays and issues with your uniform orders have disrupted your season and have not met the standard you rightfully expect. We understand how important it is for players to feel prepared and proud in their uniforms and training gear from day one, and we regret not meeting that expectation.

Please know this matter has our full attention. We are actively improving our fulfillment systems, strengthening operational processes, and increasing oversight to prevent these issues from recurring. These changes are already underway, and you will see meaningful improvements throughout this year.

Rebuilding your trust is our top priority. As you may know, we worked with club leadership to address these challenges and align on a better path forward. BFC and Capelli Sport executed an amendment to the existing agreement – BFC families can expect greater support and responsiveness from Capelli Sport, order tracking, and guarantee-backed uniform deliveries. As we enter the 2026 order process, all families will be provided with contact information for Capelli Sport support and issue resolution services.

We are committed to strengthening this partnership and delivering a more reliable, consistent experience. Our goal is not only to correct what went wrong, but to exceed your expectations moving forward.

Thank you for your patience and for the opportunity to make this right. With respect and appreciation,

**George Altirs**

**Founder & CEO  
Capelli Sport**

