

## 2016 Reebok Ragnar Team Captain Shoe Program FAQs

**Q:** Where can I find more information about the shoes I'm getting?

**A:** Check out the Reebok One Series shoes at [Reebok.com](http://Reebok.com)

**Q: I captained a Reebok Ragnar Relay earlier this year (Del Sol, SoCal, Austin, etc). Do I still get shoes?**

**A:** Yes! All 2016 Captains receive shoes. We hope to have your shoes delivered sometime in August. We'll have more details coming as we begin to deliver shoes to the captains of your specific Ragnar.

**Q: What's the catch?**

**A:** It's pretty simple. A Ragnar Relay is a real-world proving ground for shoes. There is no better way to improve a running shoe than by giving runners an opportunity to use the shoes and gathering their honest feedback. It's a unique opportunity for the Ragnar Nation to be an integral part of Reebok's running shoe development. In the long run, Reebok will have shoes that were designed for, tested by the Ragnar Nation.

**Q: When will my shoes arrive?**

**A:** With a few exceptions, we expect to have the shoes for 2016 Spring and Summer races delivered by August. Shoes for captains of Fall races will be delivered 6 weeks before race day so you have time to break them in before your Ragnar. This is a big undertaking, so we ask for your patience while we roll this program out.

**Q: Thanks for the shoes, how do I give my feedback?**

**A:** Great! Reebok has a feedback channel specifically for Ragnar team captains. Watch for an email 6 weeks after your shoes arrive. You received free shoes, your end of the bargain is to give that feedback. We're actually serious about this part. Your feedback is the key to the success of this program.

**Q: I ran the race, but wasn't captain. Do I get shoes?**

**A:** The shoes will be given to captains only. There's still time to sign up for another race, this time as captain!

**Q: I am the captain of more than one Reebok Ragnar Relay. Do I get more shoes?**

**A:** Thanks for your dedication, but each captain gets only one pair of shoes in 2016.

**Q: What if I get the wrong size shoe?**

**A:** Don't worry, we'll have a dedicated channel to help with our Team Captain Shoe Program. That contact info will be coming soon.

**Q: I am the captain of a Ragnar Trail team in 2016. Do I get free shoes?**

**A:** Sorry, only captains of Reebok Ragnar Relays (our road series) will receive shoes.

**Q: Do I get to pick my shoes?**

A: Reebok will be sending a pair of their One Series shoes. You'll receive the size you want, but colors and styles will vary. We wish you could choose the color, but logistically we are currently unable to offer that option.

**Q: I ran a Ragnar in 2015 (or 2013, 2009, etc), do I get shoes?**

A: Sorry, this is for 2016 Reebok Ragnar Relay team captains only.

**Q: I'd like to register for a 2017 Reebok Ragnar Relay. Will I get free shoes?**

A: Reebok is focusing on getting shoes delivered to 2016 captains, but we have details forthcoming for 2017. Stay tuned!

**Q: How do I let you know my shoe size and address?**

A: One of two ways. You'll get an email when your shoes are ready to be sent to you. From there you'll fill out a form with the pertinent details. We'll also be adding a place in your Ragnar profile where you can put that information.

**Q: What if I don't want shoes?**

A: Who doesn't want free shoes? Seriously? If you decide that you really don't want some awesome free shoes, then don't respond to the emails asking for your information.

**Q: Can I receive a tracking code for my shoes?**

A: Currently, we don't have the ability to send you a tracking code for the shoes. Sorry.

**Q: Can I get something else for being a Captain?**

A: The focus of this initiative is to reward captains and provide feedback to Reebok about their running shoes. We are unable to replace shoes with any other gear.

**Q: I am a runner and not a Captain, is there a shoe discount I can get?**

A: Not at this time.

**Q: I was a Florida Keys captain. Do we get shoes?**

A: If you transferred your team, and are still listed as captain, then yes. If you received a refund for your team, then no.