



Frequently Asked Questions (FAQ's)

PRODUCT QUESTIONS:

Question: Are the items on this website “official” Sar-El items, and have they been approved by Sar-El?

Answer: They are not “official,” however, all items have been reviewed by Sar-El and they have no objection to them being used or worn by the volunteers.

Question: Who is running this website store, and are they being compensated?

Answer: The website store is being run by two volunteers in the U.S. who are not being compensated for any of their efforts.

Question: Do we get the basic uniform from Sar-El and do we get to keep it? Anything else I need to know about the uniform? Can I buy one on this website?

Answer: SAR-EL will provide you with a work uniform (fatigues: top, trousers, belt); the type that the IDF calls the *Maadim Bet*. It will be a previously worn uniform and you will have to find one that is approximately your size. There are no guarantees that you will have a precise fit or a new looking uniform—but that’s fine! We are there to work, not to model. Having said that, some multi-time volunteers have elected to purchase IDF fatigues that are indeed new and do fit them well. Those are for sale all over the Internet and at Army-Navy stores in Israel. We don’t sell them on this website. When you leave the base at the end of your tour, you will have to turn in your SAR-EL-issued uniform. Most Israeli soldiers that are non-combatants wear plain black combat boots (elite fighters wear red boots!). So, if you want to blend in, purchase a pair of black high-top boots (light wear), available from many sport or hiking companies. Any other sturdy and comfortable footwear, however, is permissible for volunteers.

ORDER INFORMATION:

1. All sales are final with the exception of exchanges for size or defective product issues.
2. All orders placed by the 15th of each month will be processed and shipped within 5 business days.
3. For **International shipping**, please select the drop-down box for **International Orders** and allow 4-6 weeks for delivery of your order after the ship date.
4. For **U.S. shipping**, please select the drop-down box for orders for **United States** and allow 5-7 business days for delivery of your order after the ship date.
5. Package tracking information will be available by request via email. Please send an email requesting tracking information to sarelfriends@gmail.com
6. Orders placed and shipped in the United States will have State Sales Tax applied.
7. All major credit cards are accepted.



ADDITIONAL INFORMATION:

This picture of the soldier comes from Wikipedia. If you want to “blouse” your boots the way the soldier in the picture does, you will either have to use large sturdy rubber bands, or purchase “Military Blousing Garters” available on the internet. The beret under his left shoulder epaulette is optional for SAR-EL volunteers. SAR-EL will generally issue you a SAR-EL ball cap which you may keep.