

## Frequently Asked Questions (FAQ's) and Order Information

**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 were reviewed by SAR-EL in 2016 and we have been selling them with SAR-EL’s knowledge since that time both on-line as well as at Ben Gurion airport. Although the link to our Website no longer is posted on the SAR-EL website, the store can be accessed directly on line at [www.friendsofsarel.com](http://www.friendsofsarel.com) as well as the SAR-EL Canada website, and hopefully soon on the VFI website.

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

**Answer:** The website store is being run by two volunteers in the US 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.

The picture of the IDF soldier on the left 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”, also available on the internet. The beret under his right shoulder epaulette is optional for SAR-EL volunteers. SAR -EL will generally issue you a SAR-EL ball cap which you may keep.



## **ORDER INFORMATION:**

- 1. All sales are final with the exception of exchanges for size or defective product issues.**
- 2. All orders placed by the 15<sup>th</sup> 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](mailto: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.**

**Note: All items ship from the United States. Your prices include the cost of our postage, packing materials and other incidental costs of getting the item to you.**

## SAR-EL shoulder tabs

The SAR-EL shoulder tabs (shown on the right) are awarded to each volunteer during each of his/her volunteer tours. SAR-EL operates on a tight budget, so the tabs are a bit lower in quality than you may desire. The “permanent” shoulder tabs (shown on the left) are of a thicker material, are sewn together rather than glued and are embroidered rather than printed. For those of you who would prefer a significant enhancement to the uniform at a very modest price, this is \$9/pair well invested.

**Note:** The SAR-EL shoulder patches in these pictures affixed below the shoulder tab are available on several websites and not for sale here.



Available for sale



SAR-EL Issued

## SAR-EL Permanent Identification Card

When you are assigned to your base, SAR-EL will issue you an identification card which will be temporary in nature. It will contain your name and passport number and the beginning and ending dates of your tour. It will also contain the names of you Madrichim/chot and their contact information, and the location of your base. Once your tour is over, the card becomes a souvenir. The “permanent “ card, shown on the left supplements the temporary information and includes your picture as well as the flag of your nationality, and can be kept in your wallet forever. When you order this item you will receive two copies of the ID card; we recommend laminating the card to ensure that it last a long time. The cost of the card is \$9.00.



## Longevity "Wing" Pins



The SAR-EL Wing Pins denote either how many years or tours you have served with SAR-EL. The Five-Year pin has the SAR-EL logo in the middle on a silver background; the Ten-Year pin has the logo on a blue background. SAR-EL provides volunteers with a simple (non-wing) pin each time a volunteer completes a tour of service. The multi-year pins are only available here. Plans for additional longevity pins for 15 and 20-year pins are being evaluated. On the base you will note that Israeli soldiers love pins, and they were very grateful when we gave some earlier versions of these pins to them as gifts or in exchange for other pins. The cost of each pin is \$9.00.