

## **Revised School Uniform Service**

Our School Uniform Service providers, Stitch Design, have informed us of a change to the way that their service currently operates. These changes will mean that you now have 24 opportunities each year to place orders rather than the current 8. Significantly, this change removes the need for anyone to pay a FastTrack surcharge.

As currently, you can place an order online at any time but these orders will only go into production on specified dates. Going forward these dates will remain the same throughout the year so they are easier to remember. For our school these dates are:

### **15<sup>th</sup> and 30<sup>th</sup> of EVERY month**

When placing an order, you can opt to collect from school at no extra charge, or have it delivered to an address of your choosing and pay a delivery fee. NOTE: Orders due to be collected during school holidays may not be available until after the school has re-opened, so please bear this in mind when selecting your delivery option.

You should expect to be able to collect, or to have received, your order 15 working days\* after the cut-off. If Stitch Design become aware of any delays, they will contact you to explain the situation and what options are available. If the 15 working days\* elapse, and you have not been notified of any problem, please email them at [online@stitchdesign.co.uk](mailto:online@stitchdesign.co.uk) stating your Order Reference and that you have not received your order. Stitch Design will look into it and get back to you.

#### **ADDITIONAL INFORMATION:**

If you need to cancel or change an order please email Stitch Design at [online@stitchdesign.co.uk](mailto:online@stitchdesign.co.uk) stating your Order Reference and that you need to cancel your order. As long as the order has not been despatched it will be cancelled, and a refund issued. If you still need to then please place a revised order through the online system; this will go into production at the next cut-off date.

You can return any unworn item(s) for an exchange or refund by following the instructions found on the delivery note. Refunds will be issued upon receipt, however exchange requests will be processed according to the regular schedule. If time is of the essence, we would recommend placing a new order immediately and then returning any items no longer needed for a refund.

If you receive an item which is different from that which was ordered, or become aware of a fault with an item, then please email Stitch Design immediately at [online@stitchdesign.co.uk](mailto:online@stitchdesign.co.uk), stating your Order Reference and the nature of the problem. Faults should be notified within 3 months of receipt of your order.

NOTE: Always ensure you obtain a proof of posting, or similar, whenever you return something to Stitch Design. Stitch Design are unable to accept liability for orders not received, without supporting documentation.

**This revised service shall begin in line with our next scheduled cut-off date of**

**30/04/2019**

\*Working days are defined as Monday to Friday, excluding Bank Holidays.