



Dear Parent/Carer,

Welcome to your online uniform service; please take a moment to read about how this service works to help ensure things go as smoothly as possible.

Our standard service aims to process and dispatch all orders the following working day. We recommend that you should allow 5 working days for delivery. Even at the very busiest times of year most orders will be fulfilled according to this schedule however, where demand is notable greater than anticipated, temporary out of stocks can occur; in these cases it can take 2-3 weeks for restocks to arrive.

IMPORTANT: If you need your order for return to school in September, we would ask that you place your order by the 5th August.

Additionally, by placing your order early, you will also have time to exchange items if they are not what you require.

How the service works

- Register, or sign in, by visiting the home page of our website at www.stitchdesign.co.uk and clicking on the large **ORDER YOUR SCHOOL UNIFORM HERE** button.
IMPORTANT: You will need to know your school's postcode to register.
- Once registered you place and pay for your order online.
- If you do not have access to the internet please contact your School office, who will provide you with an order form which can be sent to Stitch Design, who will then raise an order on your behalf. You can send a cheque, or you will be contacted to make a card payment before your order is dispatched.
- Where we have been provided with it, the School's uniform policy is available at the top of the uniform shop page; please check this if you are not sure which items you need.
- An on-screen sizing guide is available next to each item on the shop. We try to indicate the relevant 'to fit' chest or waist size for most items so you can compare them, regardless of how the garment is labelled. Age recommendations vary between manufacturers so should not be relied upon. You could also ask at your school if there is an opportunity to try on garments
- Please check your confirmation email to ensure that everything on your order is correct, and make a note of the order reference in case you have any queries.
- If you have not received all your items please check the despatch note, which can be found in the "Documents enclosed" wallet, on the outside of the parcel.
- If you have any problems, please consult the "Instructions and FAQ's for Parents" page if the website.
- If you are still unable to resolve your problem please email Stitch Design at online@stitchdesign.co.uk clearly stating your order reference, school, and the nature of your problem.
- We do have a technical support line which can be used if you are having difficulty placing your order, or accessing your account. This is 01256 771999. Please note: We will not be able to help with general order enquiries on this number. Please email us with enquiries of this nature.

online@stitchdesign.co.uk
www.stitchdesign.co.uk

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