



SCHOOL UNIFORM DIRECT

Dear Parents/ Guardians,

Web Address: <https://www.schooluniformdirect.org.uk/>

Email: info@schooluniformdirect.org.uk

Tel: 01992 763679

Allow us to introduce ourselves, School Uniform Direct, as your school uniform supplier. We operate through our dedicated website <https://www.schooluniformdirect.org.uk/>

Please see below the two methods of receiving any order you place with us:



How to order: The ordering process is through our dedicated online website. Firstly, select 'Schools and Clubs' and then scroll down until you see your school logo. After clicking on the school logo, a page will open with all garments we supply. Click on each garment you require, select the size and quantity then add this to your basket. Once you have all items you require, proceed to checkout. Fill in all personal information required and once the order is successful, you will receive email confirmation on when to expect to receive your items.

At School Uniform Direct, we work hard to make sure all garments are in stock in order to produce a very quick turnaround for all orders.

Next Day Home Delivery Method: All orders over £100 qualify for Free Home Delivery, but for any orders under this minimum the charge for delivery is £6.49. If all garments are in stock, you can expect any Home Delivery order placed before mid-day (Monday-Friday) to be dispatched same day and scheduled for delivery, next day.

Free School Collection Method: We deliver all school collection orders to the school office every Tuesday and Thursday, each week during school term, for collection afterschool. Our time frame for delivery is any order placed between late morning Thursday – early morning Tuesday will be delivered to the school office on Tuesday afternoon. Then, any order placed between late morning Tuesday - early morning Thursday will be delivered to the school office on Thursday afternoon. Parents/ guardians or pupils are able to collect their order using their unique order number.

Out of stock items: If for any reason item(s) are out of stock, you will be informed as soon as possible and we will act appropriately to make sure you will receive your order as quickly as possible.

Returns: We offer a simple method for any exchange or refund. We collect all returns from the school office at the same time we deliver our school collection orders through-out the week. Our customer returns form is available on our website and is to be filled out and attached with the return. Then, once we collect and action your return, we will email to update accordingly. It may be quicker to re-order an exchange size and return the unwanted item(s) for a refund.

Peak Summer Period Home Delivery: During the busy summer periods, our Home Delivery service timeframe does mostly remain next day, with the last few weeks in August increasing to an approximate 2-3 day lead time.

Peak Summer Period School Collection: Any orders which are placed over the school summer holidays are stored and delivered on the first available scheduled delivery once school has started in September.