**SCHOOL UNIFORM FREQUENTLY ASKED QUESTIONS**

**Can we try garments on?** Yes you can. Between 1st July and the end of September we operate am appointments system. You can book an appointment online using the button which appears on the Home Page and each individual school’s webpage.

**Can I order online and collect from the shop?** Absolutely, this is the most popular method of purchase – when checking out go to the delivery section and select the ‘Collect from Store’ option.

**I have ordered online, when can I collect?** Provided it is in stock your order should be picked without a few days**.** You will receive a separate email (provided an accurate email is supplied) when your order is ready to collect. Once you have received that you can call into the shop at any time we are open to pick it up.

**I haven’t received an email/my order yet?** If you haven’t received an order completed email within 7 days it is likely that here will be something on your order that is out of stock. Give us a call on 0161 427 2220 if you wish to check on the progress of your order. You can either wait for all items to be ready or call us to arrange collection of the items that are in stock.

**I have selected delivery to home but haven’t received it?** When you have received your ‘Order Completed’ email that means we have shipped it by your selected method – if by courier the order should arrive with you with you the next day and if by Royal Mail if may take 2-3 days. If after 4/5 days you have not received your parcel – for Royal Mail please check with your sorting office first to check it is not held there and then give us a call so we can investigate further.

**I need to exchange or return my item/s?** Please bring your items and proof of purchase (either till receipt or online order confirmation) back to the shop and we will happily exchange/refund the item. Please note that all labels and bags(if bagged) must be on/with the item to exchange or refund it.

**Can I have my items delivered to my school?** Only Castle Hill and Banks Lane uniform items can be delivered to the respective schools. We are unable to deliver items for other schools to them for collection. Please select the appropriate method in the checkout area.

Logo, company name

Description automatically generated