

## Darlinghurst Primary Ordering Guide



Dear Parents/ Guardians,

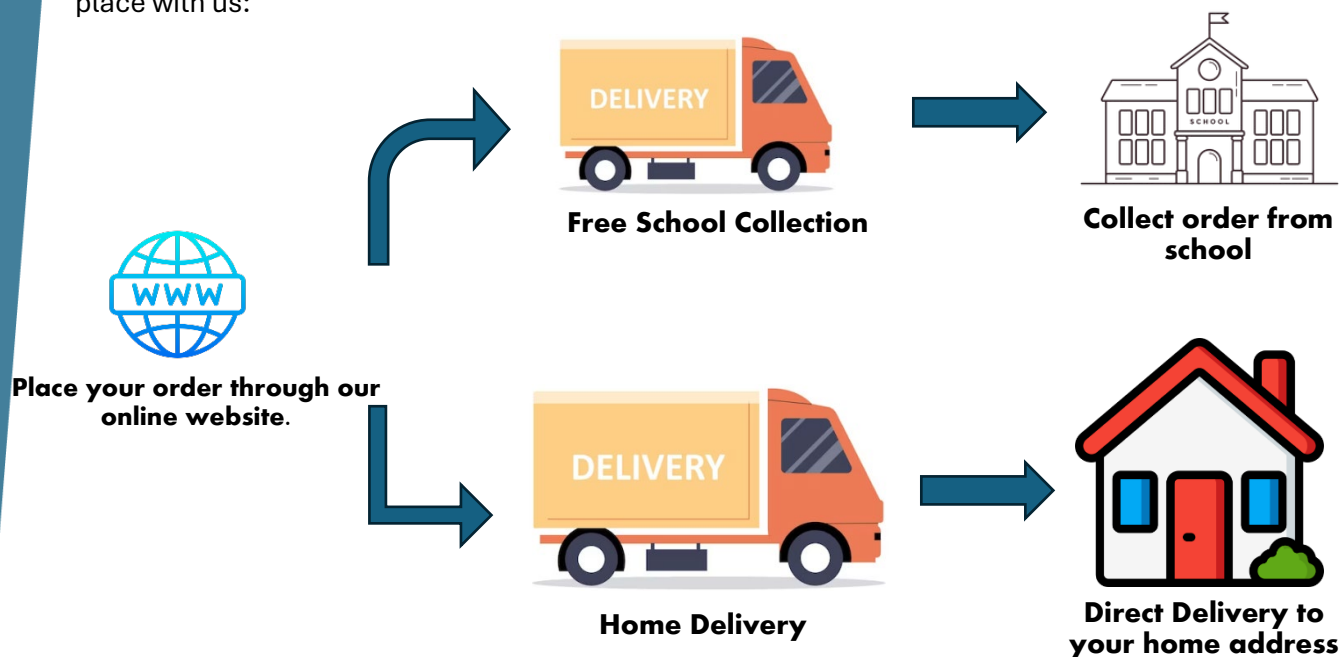
Web Address: <https://www.schooluniformdirect.org.uk/>

Email: [info@schooluniformdirect.org.uk](mailto: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 the school logo. After clicking on the school logo, a page will open with all garments available. Click on each garment you require, select the size and quantity then add this to your cart. 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 of garments are in stock in order to produce a very quick turnaround for any orders.

**Home Delivery Method:** All orders over £95 qualify for Free Home Delivery, but for any orders under this minimum the charge for delivery is £5.99. If all garments are in stock, you can expect any Home Delivery order placed before 2pm (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 Wednesday each week during school term. Our time frame for delivery is any \*in stock\* orders placed any time before Tuesday 3pm, will be sent to the school for collection on Wednesday. Any orders placed after the cut-off time on Tuesday will be delivered in the next weeks scheduled deliveries. Parents/ guardians are able to collect their order using their unique order number, assigned to each order.

**Out of stock items:** If for any reason item(s) are out of stock, parents/guardians will be informed as soon as possible and we will act appropriately to make sure the parent will receive their order as quickly as possible.

**Returns:** We offer a simple method for any exchange or refund. Our customer returns form is available on our website, this is to be filled out and attached with your return. Please drop your return into the school office for us to collect. In order for us to action your return, please contact us via our email address or telephone number and we will organise to deliver your exchange items or refund you for any unwanted items as soon as possible.

**Peak Summer Period:** During the busy summer periods, our Home Delivery service timeframe does mostly remain next day, with a few weeks of the year in August having the timeframe increased to 1-2 working days.

**School Collections during summer holidays:** All orders placed during the summer for a school collection will be stored until the first day back of school.