

# SCHOOLSHOP



# Customer Handbook

A guide for Parents, Carers & Guardians

# Welcome

Schoolshop have designed this handy guide to help customers get the best from uniforms we supply with practical tips for care of garments, how to size for garments and what to expect when purchasing from Schoolshop.

The uniforms we supply should make your child feel comfortable and happy to be included in the school community they are part of. School uniform ensures everyone is the same regardless of background and we want to make sure that no child is excluded or feels different, so we have a range of options to help achieve that goal.

If you are unsure about any aspect of your school uniform or need advice when choosing the right items for your child then please get in touch either by e-mail or phone, we are here to help and will do all we can to assist with any query.

We strive to provide the best value for money with a keen eye on the future, so many of our uniforms are produced from recycled materials like our blazers, manufactured from around 18 2L plastic bottles. We care about our impact on the environment and we hope that shows in the way we operate and the goods we offer for sale.

Ordering uniform from Schoolshop is easy and best done online where all items for your school will be shown on your school page. If you have any difficulties ordering online then please call and we will assist with your order. For those customers who wish to visit us in York we have a modern and airy retail outlet which is open all year round Monday to Friday & seven Saturdays in the summer holidays.

We look forward to supporting your school uniform needs, we hope the information in the next few pages will help answer some of the questions you may have.

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# Sizing for Garments



We hold sizing events in most of our secondary schools for incoming Year 7 students. The change from Primary School to Secondary School can often involve wearing different garments such as blazers, shirts & blouses and long trousers for boys along with several items of sportswear.

You want the correct fit for your child and sizing events are the best way to ensure your child starts secondary school with properly fitting uniform. Ordering as they grow is easy because you usually just need to purchase the next size up and if you register on our website when you first order there will be a record of all your previous purchases on your account so you can look back at what you ordered if you need to.

Our garments are true to size but it is normal for the measurement of a garment across the chest say, to be different from the actual published size. This is because when garments are made there is natural generosity which is required to get the desired fit, so an Age 5/6 garment to fit a 26" chest would typically measure around 14.5" underarm to underarm (29" when doubled) and this is normal.

If your child is tall for their age, then you may need to go up a size to get the fit in the sleeve & length of the garment.

Below is our Primary School size chart:

Age to fit	Age 2/3	Age 3/4	Age 5/6	Age 7/8	Age 9/10	Age 11/12	Age 13	XS
Chest Size	22"	24"	26"	28"	30"	32"	34"	36"

# Garment Care

The better you care for your garments the longer they will last, in general we always recommend following the washing instructions for each garment and if you can, wash them at 30°C.


























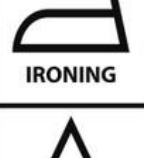
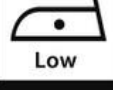












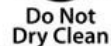

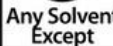








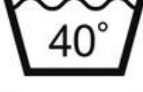


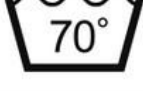

Washing your garments **inside out** will prevent the worn side from rubbing against other garments in the washing machine, keep them looking better for longer and will reduce bobbling (pilling). A handy tip for blazers and ties is to put them in a laundry bag, this will keep them protected in the wash and they will look better for longer.

When blazers come out of the wash just pop them on a hanger or the back of a dining chair to dry, this will enable them to quickly regain their shape.

Tumble drying is fine for most garments on a low setting, but always check the garment care instructions. Items with a high cotton content may be prone to shrinkage in a tumble dryer but a mixed fibre garment will normally be just fine.

There will usually be an ironing guide on the garment care label, follow these instructions and the garment will be fine. Avoid ironing over embroidered logos because if there are any longer stitches these can catch on the nose of the iron. DON'T IRON OVER PRINTS such as names on the back of hoodies or sport shirts or initials on the front, instead turn the garment inside out and iron on the reverse side where there are prints.

**This chart will help you understand the symbols on the garment care labels.**

 MACHINE WASH	TEMPERATURE				CYCLES			OTHER	
	 Cold	 Warm	 Hot	 Normal	 Perm. Press	 Delicate	 Do Not Wash	 Hand Wash	
 TUMBLE DRY	HEAT SETTING				CYCLES			OTHER	
	 No Heat	 Low	 Medium	 High	 Normal	 Perm. Press	 Delicate	 Do Not Tumble Dry	
 DRYING	DRY								
	 Hang Dry	 Drip Dry	 Dry Flat	 Dry In Shade	 Do Not Dry	 Do Not Wring			
 IRONING	TEMPERATURE								
	 Low	 Medium	 High	 No Steam	 Do Not Iron				
 BLEACHING	BLEACH								
	 Any Bleach	 Non-Chlorine	 Do Not Bleach	 Chlorine Allowed	 Non-Chlorine				
 DRY CLEAN	DRY CLEAN								
	 Dry Clean	 Do Not Dry Clean	 Any Solvent	 Any Solvent Except	 Petroleum Solvent				
						 XS	 S	 M	
						 L	 XL	 XXL	
						 30°	 40°	 50°	
						 60°	 70°	 95°	

# Using our website

We try to make our website as easy as possible to use, you can find your school from the homepage of our website by typing the name of your school in the box marked **“Find my School”** in the top right of the website on a laptop or tablet and in a purple band towards the top of the screen on mobile phones.

You can register or login using this icon:



All the items for your school will be shown with images, the item description will tell you if the garments includes a logo which normally it does, even if the picture doesn't show the logo on the garment.

When you select an item the product page will be displayed, other products for your school are shown in a stack on the left side of the screen or below the search bar at the bottom of the page on a phone. You can order for multiple schools on the same order.

When you have all the items you require in your basket you can checkout and at this stage you have the opportunity to login, register or simply checkout as a guest. If you have a voucher to use which has been provided by your school enter the voucher code in the **“Coupon Code”** box & click Apply Coupon.

Add all your details and just take a moment to check these are correct, customers sometimes misspell their e-mail address which means you won't get confirmation or updates for your order. Once you have paid for your order you will receive confirmation by e-mail and as it progresses you will receive further updates by e-mail. If we have a query with your order we will call you to discuss.

Most of the year we process orders either same day or next working day, Monday to Friday. We don't normally work on weekends so orders placed over the weekend won't be processed until the following Monday.

We do however usually work on a Saturday during the summer holidays, but our office isn't staffed on Saturdays so we won't be able to take calls, we will try to deal with e-mails every day during the summer but we do often receive a high volume of e-mails so please be patient during the busy summer period, we will get back to you as soon as we can.

## Delivery

Royal Mail deliver parcels on our behalf and the parcel will be delivered to your specified delivery address unless you have selected a different method such as Click & Collect or Delivery to School where available.

When we complete your order it will take 48-72 hours to arrive with Royal Mail, this is our **Delivery Window**. We use your e-mail address for Royal Mail to notify you when the parcel is due for delivery. The delivery window only starts once we have completed your order and not from the point you place the order.

**During the busy Back to School period July to September it takes longer to process order due to sheer volume. We typically quote 2-3 weeks and we publish a cut off date for guaranteed delivery which is detailed on our website and your school will normally send you this information too.**

# Exchanges & Returns

When shopping online there will be occasions when items are unsuitable for one reason or another and these need to be returned for exchange, refund or replacement if an item becomes faulty.

Orders which are posted to the customers home address or sent to a school for onward distribution will have a Returns Form which has all the information you need to send item(s) back to us. If you use our Click & Collect service you can exchange goods by bringing the item(s) to our store for exchange or refund.

Complete your returns form in full and post your items to the below address:

**Schoolshop, Units 4 & 5 Handley Court, Elvington Industrial Estate, York, YO41 4AR**

We recommend you send your parcel 2<sup>nd</sup> Class, you don't need to record or send on a tracked service but if you wish to do so you can. The cost of returning goods for exchange or refund is the responsibility of the customer, If however you have received an item in error or you are returning a faulty garment we will refund the cost of postage as a standard 2<sup>nd</sup> Class Small Parcel.

We aim to process exchanges & refunds as quickly as possible and normally within 24-48 hrs of arrival at our premises in York, but during busy periods for example Back to School the number of returns increases and therefore the time taken to process them also increases. We will text you to acknowledge receipt of your returned goods so you know they have arrived safely.

**We strongly recommend that you order early in the summer, try the garments straight away and if replacements are required get them back to us as quickly as possible so we can get you your replacements in time before school starts.**

## Do's & Don'ts for exchanges & Returns

### Do

- Do complete the returns form and enclose it with the goods
- Do provide a contact number or e-mail address in the event we have to contact you
- Do check whether a replacement size will cost more, we will contact you to collect any additional payment
- Do ensure the parcel is secure and no items can become lost
- Do send your items for return or exchange as quickly as possible as there is a time limit of 30 days from receipt of goods

### Don't

- Don't mark garments or add name labels until after you are sure they fit your child as we won't then be able to replace or refund them unless they are faulty
- Don't wait to return goods as we may not be able to process the return if it is beyond 30 days from receipt
- Don't combine returns from multiple customers in the same parcel
- Don't ask for refund to a different card account, we use your original card transaction to process any refund and this may take 14 days from date of receipt

# Handy Tips

## Fleece's, Hats & Jackets

Fleece's, Hats & Jackets are made to order and need to be sent to our embroidery section for a school logo to be added to the garment. Please bear this in mind as it may delay your order by a couple of days and in the summer this may significantly increase the time it takes to complete your order.

Fleece's & Hats have a pile due to the nature of the fabric so we need to use a water soluble film when embroidering the garment as this ensures the embroidery is clear. When you receive your hat or fleece garment you can use a damp cloth to dissolve the film or it will dissolve upon first washing the item.

## Boys & Girls Trousers and skirts

Most style of senior trousers & skirt have an internal waist adjuster, but not all. These help with the fit of the garment where a child may be in-between sizes. Always apply the adjusters evenly on both sides so that the waistband isn't distorted or damaged. We don't recommend buying a larger size and pulling the adjusters to maximum stretch as this will weaken the adjuster and the bunching of the waistband will be uncomfortable for your child.

## Visiting our shop

Our shop is open from 9am to 4pm Monday to Friday, at such times as Christmas we will publish alternative opening times. We are not usually open on a Bank Holiday, except the August Bank Holiday when we normally open from 10am to 3pm.

We now operate an appointment system during the summer holidays and you can book an appointment online through our website from mid June onwards. If you visit the shop at this time without an appointment, we will see you as quickly as we can but you may have a wait of up to 30 minutes depending upon the time of day.

Please don't come to our Click & Collect area to order goods, we can't process orders at the collection point.

## Contacting us by e-mail

We receive a number of enquiries by email, to help us respond as quickly as possible please ensure you tell us which school your child attends and if your enquiry relates to a product please specify which product and the size. We provide for over 130 schools & over 10,000 families so the more information you provide the quicker we can answer your query.

## Out of stock products

When you order from us each product shows if the item is in stock and how much stock is available. If the item you want is out of stock you will see a form to complete to be notified when the item is back in stock. We check these requests daily and will typically get more stock ordered or sent to embroidery as soon as we see the request.

Don't wait to see if the product comes back in stock, complete the out of stock notifier and we'll get more stock as soon as we can then send you an e-mail so you know first that the item is back in stock.

## Know your child's size

We often get contacted by parents who want a product for a child and when asked "What Size?" they quote an age. This is fine for primary school children but secondary school uniform is mainly produced in inches, i.e. 32", 34" and so on. Alternatively sizes will be displayed as Small, Medium, Large, etc. These aren't standard to an age so if you roughly know your child's measurements that will really help. Often we can take a size such as chest measurement and then advise on trousers or skirt sizes.

# We are here to help:

If you have any questions we are here to help so please contact us for any support you need. If we can't help we will usually know who you need to contact for help.

## Call us

01904 607331 Monday to Friday 9am to 4pm

## E-mail us:

[sales@school-shop.co.uk](mailto:sales@school-shop.co.uk)

## Our address:

Schoolshop  
Units 4 & 5 Handley Court  
Elvington Ind Est  
York  
YO41 4AR

## Finding us:

From A64/A1079/A1066 at Grimston Bar roundabout follow signs for B1228 Elvington Lane signed for Yorkshire Air Museum & York Maze.

Follow Elvington Lane for approximately 4 miles and as you approach the village of Elvington, turn left after the 30mph signs.

If you approach from Elvington Village turn right onto Elvington Ind Est at a crossroads as you are about to leave the village. If you approach from Wheldrake Lane go straight across at the junction.

Once you turn onto Elvington Industrial Estate follow the service road as far as you can, your sat nav will try to turn you to a road on your right, don't turn off keep going to the very end THEN turn right and you will see our shop.

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