



## Telford Junior School Uniform Shop User Guide

There are occasionally some questions that we are asked and the following sample might help you to make your purchases as effortlessly as possible.

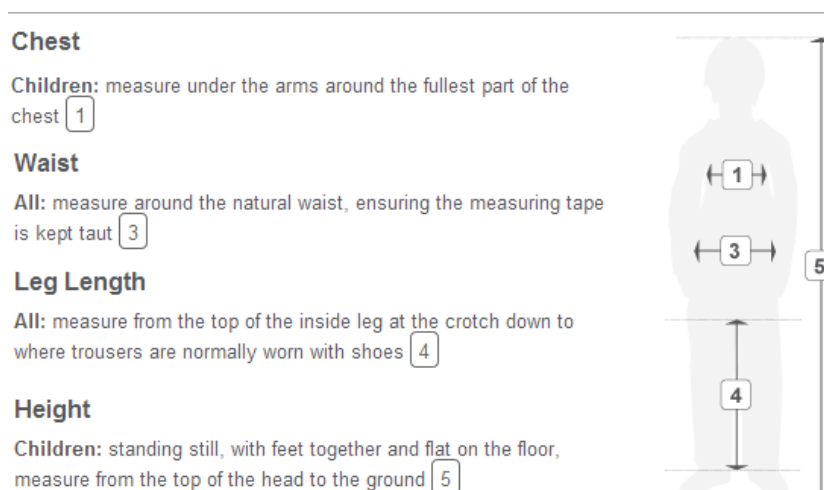
### 1. What colours are approved by the school?

Your school shop will only supply the colours that have been pre-approved by the school so there is no chance that you might buy something incorrectly.

### 2. How do I ensure I get the right size?

Each product, where applicable, is clearly marked with an approximate age and a measurement (chest or waist in most cases) in inches. If you are not sure use the diagram below to help take an accurate measurement of your child.

To help make sure you order the right size the school reception has a selection of samples which you are welcome to try on your child. If this is not possible please measure your child before you place your order to ensure you get the right size. Remember – returns cost money so keeping them to a minimum helps us keep our price to you as low as possible.



#### Chest

Children: measure under the arms around the fullest part of the chest **1**

#### Waist

All: measure around the natural waist, ensuring the measuring tape is kept taut **3**

#### Leg Length

All: measure from the top of the inside leg at the crotch down to where trousers are normally worn with shoes **4**

#### Height

Children: standing still, with feet together and flat on the floor, measure from the top of the head to the ground **5**

### 3. What happens if I order the wrong size?

Please let us know via e-mail at [uniform@schoolshopsales.com](mailto:uniform@schoolshopsales.com). Please remember to quote your order number. We have a no quibble return policy so when we receive your mail we will replace your garments with the revised size. You can have the replacements issued free of charge to the school and we simply ask you to return the incorrect garments to the school Office. If you'd rather we sent them to you directly we will send you a Paypal invoice to cover the postage costs. Once this has been paid the new items will be dispatched.

#### **4. What happens if the item I receive is faulty?**

Please return the faulty item to the school office. As above we will simply replace your item as soon as we can have a replacement made. If you chose Click and Collect the replacement items will be delivered to school. If you chose or received home delivery we will send the replacements to the address on the order.

#### **5. How do I pay for the uniform?**

School Shop Sales accepts payments via Paypal. If you do not have a Paypal account you can still purchase via Paypal with a credit or debit card. Paypal accepts most card types and these are clearly shown throughout the checkout process.

#### **6. What happens if I don't have a Paypal account and/or a credit or debit card?**

A paper order form will be available from the school office. Simply fill this in, and make your cheques payable to 'School Shop Sales Ltd.' The completed forms and payment can be left in the school office, and once the cheque has cleared we will dispatch your order. Cash payments can not be accepted.

#### **7. How do I receive my order?**

At point of purchase there is an option to choose Home Delivery or Click and Collect. Home Delivery incurs a postage charge of £3.99 per order. Delivery is free for orders over £50.

Click and Collect is a free delivery option. When this is selected School Shop Sales will deliver your order free of charge to the school for collection. If you place your order on or before the 15th of the month your order will be dispatched to the school by the last Friday of that calendar month. Click and Collect orders placed after the 15th of the month will be dispatched for the last Friday of the following calendar month.

Orders delivered to your home address will normally be dispatched in 7 working days of your order. We use various delivery methods including Royal Mail and overnight parcel delivery companies. Orders are delivered during the working week so please leave an address where someone will be available to sign for the order. This may be a work address.

#### **8. How does it work when the school is closed?**

Deliveries to your home address are unaffected by school holidays and will be processed as above. If you have chosen Click and Collect we will deliver as soon as possible after the school reopens.

#### **9. How do I contact School Shop Sales?**

If you have any queries about your order, you can contact us via email at [uniform@schoolshopsales.com](mailto:uniform@schoolshopsales.com). Our customer service team will endeavour to answer your query immediately. Please leave a telephone number so we can call you if we need to discuss something that is better done on the phone rather than e-mail.