

# HOW TO ORDER YOUR SCHOOL UNIFORM

- Place and pay for your uniform online via the website of our school uniform providers at [www.stitchdesign.co.uk](http://www.stitchdesign.co.uk)
- If it is the first time you have ordered with them you will need to register; you will need the school's postcode to do so. For our school please use **WN8 0HX**
- You can place your order at any time, but orders will only go into production twice a month on pre-agreed cut-off dates. For our school these dates are:

## 2nd and 17th of EVERY month

- Delivery should be expected within 15 working days\* from the relevant **cut-off** date, so if you miss a date your order will not go into production until the next one.
- If there are any delays Stitch Design will contact you to explain the situation.
- When placing your order you will have two delivery options:
  - Collect from School – Delivery is free if you choose this option.
  - Standard Home Delivery – A delivery charge will be added to your order, but you can specify any address for delivery.
- During most of the year a Standard Home Delivery will not be quicker than the free school collection, however you may find it more convenient
- If you have not received your order within 15 working days\*, or you have any other problems please check the Help & Support page of the Stitch Design website for further instructions as to what action to take.

### Summer Holiday Orders

- If you place an order during the summer holidays, the school will only be open on selected days, school will contact parents when the delivery is received and when they can collect this from school.
- The deadline for orders to ensure they are received before the start of term is 2<sup>nd</sup> August.



*\*Working days are defined as Monday to Friday, excluding Bank Holidays.*