Introduction to Schoolwear Plus

Schoolwear Plus is one of the largest independent schoolwear specialists in Essex. We are a family business and we pride ourselves on offering a comprehensive service to schools, parents and children, supporting the school's uniform policy in our store and delivering great value to parents.

At Schoolwear Plus, we know how important it is for you to be able to buy your children's school uniform easily, at the right price and with minimum fuss. Our aim is to provide a differentiated and valuable service to schools, parents and children in the local community and to make the whole issue of school uniform as stress-free as possible.

Our Staff

Our staff are all fully-qualified and trained to handle all aspects of school uniform matters. They are friendly, supportive and helpful and measured primarily on customer service. Many of our staff are parents themselves and are familiar with the challenge of buying schoolwear. We are delighted to report that we often receive accolades from customers for our staff going the "extra mile" to ensure customer satisfaction.

Buying your Uniform

For parents/carers of students joining a new school

We appreciate that buying uniform for a new school can be daunting and that it may be difficult to determine the sizes required when the uniform is unfamiliar. To avoid any unnecessary anxiety, throughout the busy Back-to-School (BTS) period we will be operating an appointment system at our store at The Bringy Centre, Church Street, Great Baddow, Chelmsford, CM2 7JW.

The appointment system will operate as follows:

1) Appointments should be booked in advance via our web site at **www.schoolwearplus.com**.

2) The duration of each appointment will be determined at the time of booking and will reflect the type of school and the complexity of the uniform.

3) When you come for your appointment, you will be allocated a member of staff who will advise you on the uniform items required and assist you in sizing your child.

4) Once the required sizes and quantities are determined, the member of staff will take you to their designated till to process your purchase (or, where items are out of stock, to take order details).

5) There will be ample appointment slots available before the start of the September term but bookings will be strictly on a **first-come-first-served** basis.

We recognise that not everyone will wish to book an appointment and may prefer to purchase your uniform, based on measuring your child. To view the sizing guidelines on our web site, go to www.schoolwearplus.com/size-guide-and-advice/

For parents/carers of students remaining at a school for which you have previously purchased uniform

We would strongly urge you to purchase your uniform online at www.schoolwearplus.com. Choosing sizes should be relatively easy as it is most likely that you will need either the same size or the next size up. To view the sizing guidelines on our web site, go to www.schoolwearplus.com/size-guide-and-advice/. If you are still unsure of sizing and wish to book an appointment, please follow the guidelines shown above for parents/carers of students joining a new school.

Online Shopping

Through our online shop at www.schoolwearplus.com you can purchase specific school uniform items and general schoolwear and accessories, in addition to other uniforms such as Rainbows, Brownies and Guides, etc. Online customers can select their preferred delivery option, as follows:

Collect from Store - Once you have received confirmation that your order is ready, you can pick up your order from the collection point at our store in Great Baddow.

Home Delivery - Whilst we would love to offer free home delivery on online orders, the ever-increasing costs of courier services means it is not economically viable to do so. Therefore, we make a small charge for home delivery, which is less than the cost to us of providing the premier service from DPD Local.

School Delivery - During term-time, for those schools that can accommodate the facility, we offer delivery of parents' online orders to school, adhering to an agreed schedule. **During school holidays this service is not available**. Please check the delivery options at the checkout stage to see if your school is listed for school delivery. You should check with your individual schools as to their opening times and the arrangements for collecting your orders. Please note that we will only deliver to school where the uniform ordered is for that particular school.

Availability of Uniform

All year round availability of specific uniform items, general schoolwear and associated accessories is important to our customers. We regularly carry out detailed analyses of historical sales for every item of every school uniform to predict the seasonal demand so that we can ensure we have sufficient stock of popular sizes.

As with our forward planning every year, our orders have been based on extensive modelling of likely demand based on several years' sales history and include a considerable contingency factor. However, it is impossible to predict with absolute accuracy and there may be some items where demand outstrips our predictions and we encounter some shortfalls. **Therefore, we would urge you to purchase your uniform online early**. This will help us to spot any potential issues and take appropriate action to mitigate the risk of running out of stock.

Customer Orders

If any of the items you require are out of stock, or you just want to miss the crowds by shopping early for the new academic year, we are happy to take your order and we will contact you as soon as your items arrive in our store. During the Summer, we appreciate that you may be on holiday and unable to collect your order straight away but, don't worry, if you let us know, we'll keep it safe until you return.

Exchange or Refund Policy

We are happy to exchange or refund items returned within 28 days of the purchase date provided that you can produce a valid receipt and the items are in the same condition as when purchased, i.e. unworn, unwashed, unironed, with packaging and labels intact (please note that returns are not permitted for sale or reduced-price items, when purchased in-store).

Many parents have told us that they shop late during the Summer because they are concerned about their children growing before the new September term. Therefore, to encourage you to purchase items as early as possible, effective from the beginning of June, we extend the exchange period right up to the last day of the Summer break. This allows you to purchase your uniform early, thereby avoiding the inevitable crowds during the last two-to-three weeks, safe in the knowledge that anything you purchase can be exchanged before your child returns to school, subject to our standard returns criteria (un-worn, un-named, with labels intact and in a saleable condition).

Telephones

Due to prioritising the in-store appointments and click & collect services during BTS, it will not be possible to deal with telephone enquiries throughout the day. We would request that you email any queries you may have to **customerservices@schoolwearplus.com**. Please note that we will try to respond to email queries within 72 hours but please bear with us if you haven't heard back from us. Your understanding and patience is much appreciated.

Embroidery Services

We have our own in-house embroidery and printing facilities. Embroidery/printing services purchased online together with the uniform items to be decorated will be processed as part of the order and will be dispatched when completed.

Contact Details

email: customerservices@schoolwearplus.com
Tel: 01245 491170

We would like to take this opportunity to thank you for your support.

We look forward to seeing you.

Best wishes

Steve Glascock (Director)

Diane Glascock (Director)