



YOUR SCHOOL UNIFORM SERVICE

How the service works

- Register, or sign in, by visiting the home page of our website at www.stitchdesign.co.uk and clicking on the large “**ORDER YOUR SCHOOL UNIFORM HERE**” button. **IMPORTANT:** You will need to know your school’s postcode to register.
- Once registered you place and pay for your order online.
- All orders will be processed and despatched the following working day*. In case of problems with the delivery system please allow up to 5 working days* for delivery.
- Where it has been provided, the School’s uniform policy is available via a link at the top of the uniform shop page. Please check this if you are not sure which items you need.
- A sizing guide is available next to each item in the shop. We try to indicate the relevant ‘to fit’ chest or waist size for most items so you can compare them, regardless of how the garment is labelled. Age recommendations vary between manufacturers so should not be relied upon. You could also ask at your school if there is an opportunity to try on garments.
- Please check your confirmation email to ensure that everything on your order is correct, and make a note of the order reference in case you have any queries.

If you have any problems

- Please visit the “HELP & SUPPORT” page at www.stitchdesign.co.uk in the first instance as this will guide you to take the correct action to get your problems resolved as quickly as possible.
- Even at the very busiest time of year the majority of orders will be fulfilled within the targeted timeframe, above. However, if demand significantly exceeds the predicted level, temporary out of stocks can occur. In these cases we would expect to resolve these problems within fifteen working days* of the order being placed. Please bear in mind this time-frame and the possibility of you needing to exchange an item or delivery problems to be resolved, when placing your order. We would therefore advise that you

PLEASE PLACE YOUR ORDERS AS EARLY AS POSSIBLE

**Working Days are Monday to Friday, excluding Bank Holidays*

JAN 2019