



Dear Parent/Carer,

Welcome to your online uniform service; please take a moment to read about how this works to help ensure things go as smoothly as possible.

All orders placed through our online system will be processed for dispatch the following working day*, but to allow for delays in the delivery process you should allow 5 working days* to receive your order. You will be notified if they become aware of problems with the order.

Even at the very busiest time of year most orders will be fulfilled within this timeframe however, where demand is notably greater than anticipated, temporary out of stocks can occur. We expect to resolve most problems of this nature within 15 working days*.

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. In short:

PLEASE PLACE YOUR ORDERS AS EARLY AS POSSIBLE

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.
- 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.
- An on-screen sizing guide is available next to each item on 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 are unable to place your order online please contact your School office, who will provide you with an order form to be posted to Stitch Design. You can send a cheque, or elect to be contacted to make a card payment before your order is dispatched.

NOTE: Stitch Design are not able to accept orders placed over the phone.

If you have any problems

- Please visit the “HELP & SUPPORT” page at www.stitchdesign.co.uk.

We look forward to receiving your order

The Stitch Design Online Team

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

JAN 2019