

Uniforms – frequently asked questions

How can I purchase uniforms?

The school uniform is now available for purchase online via the Shoreditch Corporate website:

www.shoreditchcorporate.com.au

Please see on-line ordering instructions for more detail.

How can I order uniforms if I don't have the internet?

If you don't have access to the internet, an iPad will be available at reception to enable you to place your uniform order, with assistance from the College office staff if required.

How do I know what sizes to order?

A full range of size samples is available to view and try on at the school, during uniform fitting dates and times, to be advised.

How can I order uniforms if I don't have a Debit or Credit Card?

If you don't have a debit or credit card, payment can be made by electronic funds transfer (EFT) through your bank. After completing a Uniform Order Form (available online), transfer the correct payment to Shoreditch Corporate using the account details below. Please ensure that you include the school reference **ESC** and your **Initial** and **Surname** in the description line of the transfer (example below), so that the payment can be matched and applied to your order.

BSB: 013 472

Account Number: 463 631 423

Description: **ESC B JONES**

What is the collection and delivery options?

You can choose either:

Pick Up - collect your order from the school reception; or

Delivery - for a postage fee of \$10, have your order delivered to your home/preferred address.

If I chose to pick up my order, where and when will I be able to collect it?

Pick Up orders will be available for collection from the school reception each Thursday during school terms according to the following delivery schedule:

Orders received by 2pm on Thursday will be available for collection from the school on the following Thursday.

Orders received after 2pm on Thursday will be available for collection from the school on Thursday of the next school week.

Once your order has been received and processed, you will be advised of the collection date.

There will be no delivery or pick during school holidays.

If I chose to pick up an order placed during the school holidays, when will I be able to collect it?

Please note that Pick Up orders placed during the school holidays will be available for collection on the first Thursday of the next Term. If you require your order before Term begins, please see the Delivery option below.

If I chose to have my order delivered to my home/preferred address, when will I receive it?

Uniform orders are delivered via Sendle and take approximately 2-3 business days from the date of dispatch to home/preferred address.

Once your order has been dispatched, you will be advised via email with a Sendle tracking number to keep an eye on the progress of your parcel.

What can I do if I have chosen the wrong size or style?

We strongly encourage you to have your child try on the uniform prior to ordering online, we do not offer refunds for a change of mind. Size samples are available at the school and size charts are available for each uniform garment when viewing them online. The school will notify students when a fitting day is coming up.

If you have accidentally ordered the wrong size and the garments are still in new and saleable condition, we will offer you an exchange within 28 days of your order being dispatched to the school or your preferred address. If you are not sure whether the garments are in new and saleable condition, consider whether you would be happy to purchase them at full price in their current condition.

All you must do is post the incorrect item/s back to us with a copy of your receipt and the completed Exchange Form you received with your order (the address is on the form). Please make sure you provide accurate contact details so if we have any questions, we can call you.

What can I do if the sizes or styles I have received are not what I ordered?

We strive to ensure that all orders are correct before dispatching them, but we are only human. Please check all garments upon receipt of your order to confirm that they are the correct sizes and styles before washing, wearing or writing your child's name on the labels.

If you have accidentally received a size or style that you didn't order, and the garments are still in new and saleable condition, we will happily exchange them for you within 28 days of your order being dispatched to the school or your preferred address. If you are not sure whether the garments are in new and saleable condition, consider whether you would be happy to purchase them at full price in their current condition.

All you must do is post the incorrect item/s back to us with the completed Exchange Form you received with your order and your postage receipt, so we can refund it (the address is on the form). Please make sure you provide accurate contact details so if we have any questions, we can call you.

What can I do if I have a faulty garment?

If you believe you have received a faulty garment, please complete the Faulty Garment Form you received with your order. Then post the faulty item to us with the completed form and your postage receipt (the address is on the form). If the garment has been worn, for hygiene reasons, you must wash and dry it before returning it to us.

If there is a major problem with the garment you can choose either a refund or exchange.

If the problem is not major, we will repair the item within a reasonable time.

What can I do if I have lost my Exchange Form or Faulty Garment Form?

All forms are available online or from the school reception.