

THE SCHOOLWEAR SHOP LTD
IMPORTANT INFORMATION ON RETURNING PRODUCTS

Dear Customer

We would please ask you to read the Terms and Conditions section on the Web-site before you commence the completion of the Returns Form below. In particular paragraphs numbered 2, 5, 6, 6A, 6B and 14 relate to return of products but we strongly recommend that you acquaint yourself with all our Terms and Conditions.

In the majority of cases, if you are unhappy with any item that you have purchased from us, you can return it in its original saleable condition with all sales tags attached within 28 days of delivery for a full refund. However, there are certain personal items and special orders which cannot be returned for refund and other items such as goods damaged on delivery which can only be returned if you have notified us by email within 3 days of receipt and returned the goods within 10 days. The full details of these exceptions are detailed in the Terms and Conditions as are the requirements for returning goods which are considered to have a manufacturing fault.

If you require a replacement item, we would advise you to make a separate order online since this will ensure the fastest delivery time or, of course, you can visit our store both to return goods or buy replacement products. If the visit is to return products please ensure you have the delivery advice with you.

PROCEDURE FOR THE RETURN OF GOODS.

To help us process your returns quickly please follow these instructions:

- 1) Please complete the Returns Form below and enclose it in the package along with your returned items and your delivery note.
- 2) Each item must be in its original packaging (complete with barcode and item description label).
- 3) Returns are only accepted if the garments are unworn and in perfect re-saleable condition. With the exception of faulty garments, refunds or exchanges will not be given if a child's name has been put onto the garment. All product labels must still be attached to garments.
- 4) Package the item(s) in a secure manner and address it to the following: Returns Processing, The Schoolwear Shop Ltd, 40 -42 Abington Square, Northampton NN1 4AA.
- 5) When returning your parcel, please request a proof of posting certificate as we cannot be held responsible for items that fail to reach us.
- 6) We will endeavour to process all Refunds within 10 days of receipt however at busier times such as the 'back to school period' please allow up to 28 working days. You will be notified by email or letter as soon as the Refund has been processed and the method of refund.

The Schoolwear Shop Ltd will not be held liable for any lost or damaged parcels that are being returned to us.

THE SCHOOLWEAR SHOP LTD

Please complete this form only after you have read and understood the Terms and Conditions.
Please confirm by ticking here - ()

Order/ Invoice number: _____ School (if applicable) _____

Name on invoice _____

Address on invoice _____

_____ Post code: _____

Telephone Number _____ Email address _____

Date: _____

Please complete the returns table below:

ITEM DESCRIPTION INCLUDING SIZE	QUANTITY	REASON FOR RETURN

(Please continue on a separate sheet of paper if necessary)

Please ensure you have completed the following information on this form

- 1. Your name and contact details
- 2. Invoice / order number
- 3. Completed returns form

Faulty garments

If returning faulty garments please ensure the item is clean as manufacturers will not accept any soiled garments.