



Harbury Primary School Uniform Shop User Information

There are occasionally some questions that we are asked and the following sample might help you to make your purchases as effortlessly as possible.

1. What colours are approved by the school?

Your school shop will only supply the colours that have been pre-approved by the school so there is no chance that you might buy something incorrectly.

2. How do I ensure I get the right size?

Each product, where applicable, is clearly marked with an approximate age and a measurement (chest or waist in most cases) in inches.

To help make sure you order the right size the school reception has a selection of samples which you are welcome to try on your child. If this is not possible please measure your child before you place your order to ensure you get the right size. Remember – returns cost money so keeping them to a minimum helps us keep our price to you as low as possible.

3. What happens if I order the wrong size?

Please let us know via e-mail at uniform@schoolshopsales.com. Please remember to quote your order number. We have a no quibble return policy so when we receive your mail we will replace your garments with the revised size. You can have the replacements issued free of charge to the school and we simply ask you to return the incorrect garments to the school Office. If you'd rather we sent them to you directly we will send you a Paypal invoice to cover the postage costs. Once this has been paid the new items will be dispatched.

4. What happens if the item I receive is faulty ?

As above simply let us know immediately and return the faulty item to the school office. We will arrange an inspection of the item and if it is indeed faulty we will replace it without question. We will deliver the item to the school office once it is ready and will email you at the address that you used to inform us of the fault.

5. How do I pay for the uniform?

SchoolShopSales accepts payments via Paypal. If you do not have a Paypal account you can still purchase via Paypal with a credit or debit card. Paypal accepts most card types and these are clearly shown throughout the checkout process.

6. What happens if I don't have a Paypal account and/or a credit or debit card?

A paper order form will be available from the school office. Simply fill this in, and make your cheques payable to 'School Shop Sales Ltd.' The completed forms and payment can be left in the school office, and once the cheque has cleared we will dispatch your order. Cash payments can not be accepted.

7. Can I avoid paying the carriage charge?

Yes you can. We operate a Click and Collect function that allows you to choose to have your order delivered to the school free of charge. This happens once a month, on the last Friday of the month (or last Friday of the term if this falls in a holiday period). Orders must be placed by the 15th of the month to ensure they are included in the delivery to the school that month. If you need your order sooner then you can select the Deliver to Home option which incurs a postage charge but does generally ensure your order is delivered to your door in about 1 working week.

8. Is there anything else I need to know?

Not really. We hope the whole process is as simple as it should be and that the shop is clear and easy to navigate. You can help to avoid delays in communication by making sure that the email and home address stored in Paypal are correct. This is often not the case as people change their email address or move house but forget to update their Paypal account. As such we find it difficult to contact you should we need to and the details are not correct.

Finally please make sure that you give an address where someone will be available to collect during office hours, Monday to Friday. If there is no-one at home during the working day please supply a work address.

MANY THANKS

SchoolShopSales
Your School Uniform - Online

The School Shop Sales team.