



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.

Stitch Design will process all orders for dispatch the following working day and you should allow 5 working days for delivery. You will be notified of any problems.

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 and in these cases it can take 2-3 weeks for restocks to arrive. Consequently, we would advise you to place your order **at least** 15 working days prior to when you need them. This should also allow time for product exchanges to occur and for us to resolve any delivery problems.

Initially, as we stock the online shop, it is anticipated that the items within the shop will be available for dispatch from the middle of July onwards, with the exception of the royal/gold tops, which will not be dispatched until late August/early September.

### **How the service works**

- Register, or sign in, by visiting the home page of our website at [www.stitchdesign.co.uk](http://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, and it is RG28 7JF.
- Once registered you place and pay for your order online.
- 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 you will 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.
- 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 have any problems**

Please visit the “HELP & SUPPORT” page at [www.stitchdesign.co.uk](http://www.stitchdesign.co.uk) for assistance. Please do not phone or email Stitch Design until you have done so.

We look forward to receiving your order : )

*The Stitch Design Online Team*  
[www.stitchdesign.co.uk](http://www.stitchdesign.co.uk)

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