

Returns Policies

We are happy for customers to return garments as long as the following conditions are met:

- The garments are returned as new and in the same state as they were received **within 14 days of purchase** (unless faulty)
- The garments must be unworn (unless faulty)
- The garments must be unwashed (unless faulty)
- The garments must be returned in their original packaging (unless faulty)
- No name tape must have been applied to the garments (unless faulty)

Fill out the returns form which can be downloaded from the website (www.theschooluniformspecialists.com/returns). Please note your order number is on your receipt if purchased at a school selling event (e.g. ABC1234).

Once we are in receipt of the returned item(s), please allow 10 working days for a credit to be raised against your account or a refund to be issued.

We are unable to accept returns for garments that have been personalised with a name unless the garment is faulty.

We do not offer an exchange service, simply re-order and pay for the correct product via the website. Once we are in receipt of the returned item(s), an email will be sent confirming receipt of the returned garments. Following this a refund will be processed. Please allow up to 10 working days for a refund to be issued. On occasion, we may need to contact you for payment details to enable us to refund you.

Customers may return items using our Freepost label which can be downloaded from the website (www.theschooluniformspecialists.com/returns). This should be printed off and affixed to the outside of the box/package. **We strongly recommend that customers obtain a proof of posting receipt from their Post Office if this service is used.** If we have no record of a return and a proof of posting cannot be produced, then a claim must be made by the customer against Royal Mail. The School Uniform Specialists will not be held responsible for any item(s) that do not reach us.

For items sent incorrectly against your order, please return the item(s) to us stating the reason for the return then re-order and pay for the correct product via the website/over the phone. Once we are in receipt of the returned item(s), an email will be sent confirming receipt of the returned garments, following this a refund will be processed. Please allow up to 10 working days for a refund to be issued. On occasion, we may need to contact you for payment details to enable us to refund you.

All worn items returned for inspection must be washed and in clean condition. Items returned as faulty within 3 months of purchase will be inspected and if considered to be faulty due to a manufacturer fault will be replaced like-for-like or refunded at the purchase price. Items over 3 months old will be dealt with at the discretion of The School Uniform Specialists.