

Dear Parents and Caregivers

The Uniform Shop is re-opening for a **CLICK AND COLLECT** service from Monday 18<sup>th</sup> May. You will not be able to try items on before purchasing them. Please do not come to the uniform shop unless you have been notified that your order is ready for collection.

### **PLACING ORDERS**

1. Check your uniform list and size guide <https://www.middleton.school.nz/uniform/>
2. Ensure that the measurements you use match the manufacturer's guidelines <https://vimeo.com/235664139>
3. E-mail your order details to [uniform@middleton.school.nz](mailto:uniform@middleton.school.nz)

The more information you provide the easier it is for us to complete your order. Please include:

- Your name and daytime contact number
- Students name and year
- Each item required, gender, size and quantity
- Your preferred method of payment, either:
  - Credit card, we will ring you to complete payment; or,
  - Eftpos, when you pick up your order.

*Our preference is for payments to be made by EFTPOS rather than cash. Payments cannot be charged to your school account.*

*Do not e-mail us your credit card details.*

*You will not be able to try items on before purchasing them.*

### **COLLECTING ORDERS**

Once your order is ready we will notify you by e-mail.

Under Level-2 parents and visitors to the School must **SIGN-IN** at the **MAIN OFFICE** and get a **VISITORS PASS** before visiting the Uniform Shop.

### **PLEASE BE AWARE**

- Some items may not be available due to delays with our suppliers.
- If you are in any doubt about sizing there is a period of grace.
- Due to the large number of orders that we are receiving it will take some time to process them but rest assured we are doing our utmost to get these done as soon as possible. We will contact you once your order is available.

### **BLAZERS, PINAFORES AND KILTS**

We have been informed by our supplier that these items will not be available until mid to late June. We will contact you once they have arrived.

### **SECOND HAND UNIFORM**

Due to the inconsistent sizing, condition and the need to try on garments second-hand uniforms will not be on sale at the present time.

## **RETURNS POLICY**

Our standard returns policy applies to garments ordered by e-mail.

We will gladly exchange incorrect sizes or styles for the correct ones provided that:

- The garment has not been worn
- The tags have been kept on
- You have your receipt
- The garment has its original packaging

We understand that this is not an ideal situation and some of you and your children will be feeling some anxiety but the safety and well-being of our students and staff are our top priority.

We will try our best to meet your uniform requirements, and will continue to review our situation and keep you updated with any changes.

To help us help you, wherever possible please contact us by e-mail. Thank you for your patience and understanding

The Uniform Shop