

# SCHOOLSHOP



May 2020

Welcome to Schoolshop, we provide a full range of uniforms for your school which can be purchased online, by phone or in store at our shop in Elvington, just on the outskirts of York.

We offer a stock supported service for year round supply of school uniform and typically online orders are completed the same day or next working day, depending upon when they are placed. If we can't complete your order straight away we would contact you to advise you of any delay.

If you come to our shop we normally have uniform in stock and ready to take away, but if we don't have what you need we are always happy to embroider logos while you wait, or arrange for you to come back either later that day or the next day.

## **Back to School**

Back to School is always a busy time for us, we spend many months preparing for those few weeks and we want to do all we can to make sure you can get what you need. The best way to ensure you have what you need in time for school starting in September is to order as early as possible. We publish a cut off date for guaranteed delivery every back to School, so if you order online or by phone by that date you will get your order before school starts.

If you come to our shop over the summer you can come at a time to suit yourself, but we do often experience queues and customers can sometimes have to wait to be seen, again our best advice is come as soon as you can in the Summer holidays.

## **Exchanges & Refunds**

If you need to return something to us for exchange or refund, please follow the instructions on the Returns Form which will be inside your order when it arrives.

We do our best to get exchanges and returns completed as quickly as possible, if you provide a mobile number we will send you a text to confirm we have received your parcel of returned goods.

## **Delivery/Collection of orders**

Orders that need to be delivered are sent with Royal Mail on a 48hr Tracked Service, when we complete your order please allow a further 3 working days for the items to arrive. We use your e-mail address for Royal Mail to notify you when your parcel will be delivered.

If you choose "Click & Collect" we will notify you by text when your order is ready to collect, please ensure you provide us with a mobile number to text you on. Please don't come for your order until you have heard from us as your order won't be ready and we wouldn't want you to have a wasted journey.

## **Finally.....**

We are here to help, please feel free to contact us by phone or e-mail, our contact details are shown below:

E-Mail: [sales@school-shop.co.uk](mailto:sales@school-shop.co.uk)

Phone: 01904 607331

Kind regards

Peter  
Schoolshop