FAQ

EAS SCHOOLWEAR - FREQUENTLY ASKED QUESTIONS

Is the walk-in Uniform Shop still open?

Our walk-in Uniform Shops (which were only open a few hours each week during term-time) have now been replaced by the online uniform shop. This is available 24hrs a day and offers all of the items previously sold through the walk-in shops. All stock is now held at our distribution centre.

I am new to ordering uniform. What do I need to do?

You will find two really useful resources on each school's website:

- A short 30-second video to explain how the online uniform service works
- A one-page "How to order uniform" leaflet which explains the ordering process

Before you order, it is also important that you check the "Uniform Policy" for your school and view the "Style Guides" – both of which are available to view on each school's website. These include important details on which items are compulsory or optional, which styles are acceptable, and how items should be worn.

I need uniform ready for September. Can I order early? What is the latest date to order?

You can order at any time, but please remember two important points. Firstly your child will grow, so if you do order, make sure you allow plenty of growing room. Secondly, the Click & Collect service is normally only available via existing students in term time, so there would be the added charge for DPD Home Delivery to consider. Please check the school's website for the first available Click & Collect date. The final deadline for ordering uniform for term start in September is **Monday 15 August 2022.**

How do I know what sizes to order?

We now provide additional information to help you choose the correct sizes:

- Each item on our website comes with additional size information listed. For example, the blazer not only contains chest size, but also waist and sleeve length.
- Each item on our website also now includes a "fit guide". As with all retailers, some items are "true to size" whereas some are designed for a close or generous fit. We hope you will be able to use this information to make an informed decision on the best size for your child.

For new students starting with us in September –

- We are also hoping to give new students the opportunity to try-on blazers during their "Transition Days" at as many of our schools as possible. We will send home details of the size that provides the best fit (with some growing room) on the day.

For existing students –

- Remember that you can easily check the "Order History" on your EAS Schoolwear account to see the sizes ordered previously.

Is DPD Home Delivery quicker than Click & Collect?

All orders are fulfilled in date order, irrespective of the delivery method selected. We very much recommend using the free Click & Collect service which will also be available throughout the summer holidays to all customers. DPD Home Delivery is offered as an added option for convenience. DPD Home Delivery is often quicker than Click & Collect but it is expensive and unfortunately we have to pass some of the costs of this to customers who choose to use this service..

Do you sell footwear?

EAS Schoolwear doesn't offer shoes and cannot advise on suitable designs. Please check the Footwear Style Guides and Uniform Policy documents of each school's own website to see the styles acceptable in each location.

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I have selected the wrong school when setting-up my account. What can I do?

If you can't see items for your chosen school, it's likely that you may have selected the wrong school when setting-up your account. Send us an email on info@easschoolwear.co.uk including your full name and chosen school. We will then make the necessary changes to your account and we will contact you – normally within one or two working days – as soon as this has been amended.

As a parent, am I allowed to visit school to Click & Collect?

During term-time, Click & Collect orders are always provided directly to students during the school day. During the summer holidays we are able to invite you to collect your order. Please check the school's website for the first available summer dates.

Do you have an Assisted Purchasing Scheme for uniform?

Students/families facing financial hardship should contact the relevant school finance department. Bursaries are available for sixth form students and other pupil support funds may be available to pre-16 students depending upon financial circumstances.

What do you do with the money generated by EAS Schoolwear?

EAS Schoolwear is a not-for-profit operation, working directly with the UK's leading Schoolwear companies to offer a cost-effective way of supporting ESF's high standards of uniform. Everything we do is done to a low-cost model, and prices are set to cover the cost of the operation without impact on the wider foundation. If any surplus is generated, such funds are gifted back to our schools.

Money has come out of my account but I have not received an order confirmation email?

This happens from time-to-time and is always due to one of two reasons:

i) Your confirmation email may have gone into your junk mail folder – please check this first. In this case your order will have been received by us.

ii) A "pending payment" error occurs when the house number & postcode of your billing address doesn't match the house number & postcode of the payment card that has been used. This can also happen if you add your house number and postcode into the incorrect boxes on our webstore. In such cases, our system will decline the order (hence no order communication from us as we will not have received your order), but your bank may hold funds to cover the expected transaction as a "pending payment". After a few days this will be released by your bank without further contact from you, but you are able to contact them to release these funds earlier if you wish. To confirm, no monies are passed to EAS Schoolwear until an order number is issued. We should add that this occurs with all online transactions and is out of the control of EAS Schoolwear.

How do I return items?

Please carefully check your order as soon as it arrives and leave all tags intact until you are sure everything is correct. If you need to return items to us, this can be arranged by sending an email to info@easschoolwear.co.uk. This must be done within 14 days of delivery. We will then arrange a free return via the Click & Collect service, with refunds normally processed within 7 days of receiving your return. Any replacement items should be ordered by you in the normal way.