

# Stitch Design

*Personalised Clothing Supply*



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Dear Parent,

Welcome to the online uniform service that we have been asked to provide for you. Please take a moment to read about how this service works, as it will help to ensure that we provide the most efficient service to you.

The service is designed to provide you with your uniform order within 3-5 days throughout the year. If you need your order for return to school in September, it is very advisable for you to order by the middle of August, because although we try very hard to stock for the total Summer demand, it is simply impossible to accurately predict demand, and if we do run out of an item, it will take us approximately 2 weeks to replenish stock at that time of year.

How the service works

- Register or sign in by visiting our website [www.stitchdesign.co.uk](http://www.stitchdesign.co.uk). You will need the school's postcode to register, and it is W9 2JD.
- Once registered you can make your order and pay for it online.
- If you do not have access to the internet please contact the School office who will provide you with an order form which you should complete and send to Stitch Design.
- All items with your uniform shop, and their prices, have been fully approved by the School.
- The School's uniform policy is available at the top of the uniform shop page, to help you if you are in any doubt about the uniform that you need.
- An on screen sizing guide is available next to each item on the shop. As a general guide, use chest or waist measurements to determine which size you need, rather than relying totally on age sizes, as of course children's sizes vary within ages, and manufacturers choices of ages for their garments are therefore somewhat arbitrary and subjective.
- Please double check your confirmation email to ensure that everything on your order is correct.
- Any problems in supply will be communicated to you by the despatch note which can be found in the front window of your parcel entitled "Documents enclosed".
- If you have any problems, please consult the "Instructions and FAQ's for Parents" page. Please contact Stitch Design if your problem persists.
- If you need to return any items, please contact Stitch Design. We have a team ready and able to help you.