

# Stitch Design

*Personalised Clothing Supply*



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Dear Parent/Carer

24 May 2018

Welcome to the online uniform service that we have been asked to provide to 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. **However, if you need your order for return to school in September, we would ask that you order by the 5<sup>th</sup> August**, because although we try very hard to stock for the total Summer demand, it is impossible to always accurately predict demand, and if we do run out of an item, it could take us approximately 2-3 weeks to replenish stock after the middle of August.

How the service works

- Register or sign in by visiting our website [www.stitchdesign.co.uk](http://www.stitchdesign.co.uk), choosing the large grey **ORDER YOUR SCHOOL UNIFORM HERE** button on the home page. You will need the school's postcode to register, and it is NW10 3UD.
- 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.
- 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 may differ. The school also carries a sample set, should you wish to try on a garment before purchasing.
- 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, or have any other questions, please contact Stitch Design on 01256 771999. We have a team ready, willing and able to help you.
- The online price list is on the reverse of this letter.

Your faithfully

Stitch Design