

# Wellard Primary School

## Uniform Ordering

### Frequently Asked Questions

UNIFORMCONCEPTS

- NELLGRAY -



#### How can I purchase uniforms?

The school uniform is now available to purchase online on the Uniform Concepts website: [www.nellgray.com.au](http://www.nellgray.com.au)

#### How do I know what sizes to order?

A full range of size samples is available to view and try on at the school, please enquire at the school reception.

#### How can I order uniforms if I don't have the internet?

If you don't have access to the internet, a **Uniform Order Form** will be available at the school reception. Complete and hand in your form to the reception staff to forward to Uniform Concepts in Jandakot.

#### What is the collection or delivery options?

You can choose either:

- **Pick Up** – This option means your order will be delivered for free to the school for you to **pick up from the school** reception; or
- **Delivery** – If this option is selected **you will be charged a postage fee of \$10** and your order will be **delivered to your preferred address** (not to the school – see above).

#### **Pick Up**

##### If I chose to pick up my order, where and when will I be able to collect it?

Pick Up orders will be available for collection from the school reception each **Wednesday** during school terms.

- Orders received by 11 am on Tuesday will be available for collection from the school on Wednesday.
- Orders received after 11 am on Tuesday will be available for collection from the school on Wednesday of the next school week.

Once your order has been received and processed, you will be advised of the collection date.

##### If I chose to pick up an order placed during the school holidays, when will I be able to collect it?

Pick up orders placed during the school holidays will be available for collection on the **first Wednesday** of the next Term. If you require your order before Term begins, please see the **Delivery** option below.

##### Can I pick up my order from Uniform Concepts in Jandakot?

If you prefer to collect your order from our retail store in Jandakot, make note of this in the customer comments box at the time of ordering. We will advise you when it has been processed and is ready to collect.

#### **Delivery**

##### If I chose to have my order delivered, when will I receive it?

Orders are delivered via Australia Post and take approximately 2 - 3 business days from the date of dispatch.

- Orders received by 11 am, Monday to Friday, will be dispatched on the same day.
- Orders received over the weekend, on public holidays, or after 11 am will be dispatched on the next business day. (With some exceptions over the Easter & Christmas Breaks)

**Once dispatched, you will receive an Australia Post tracking number by email so you can track the progress of your parcel.**

### **What can I do if I have chosen the wrong size or style?**

We strongly encourage you to have your child try on the uniform prior to ordering online, we do not offer refunds for a change of mind. Size samples are available at the school and size charts are available for each uniform garment when viewing them online.

If you have accidentally ordered the wrong size and the garments are still in ***new and saleable condition***, we will offer you an exchange within 28 days of your order being dispatched to the school or your preferred address. If you are not sure whether the garments are in new and saleable condition, consider whether you would be happy to purchase them at full price in their current condition.

Returns can be made in person at our Jandakot store or alternatively, give them a call on 9270 4650 and they can arrange for the garment to be collected from the school on a Tuesday afternoon.

### **What can I do if the sizes or styles I have received are not what I ordered?**

We strive to ensure that all orders are correct before dispatching them, but we are only human. Please check all garments upon receipt of your order to confirm that they are the correct sizes and styles before washing, wearing or writing your child's name on the labels.

If you have accidentally received a size or style that you didn't order and the garments are still in ***new and saleable condition***, we will happily exchange them for you within 28 days of your order being dispatched to the school or your preferred address. If you are not sure whether the garments are in new and saleable condition, consider whether you would be happy to purchase them at full price in their current condition.

Returns can be made in person at our Jandakot store or alternatively, give them a call on 9270 4650 and they can arrange for the garment to be collected from the school on a Tuesday afternoon.

### **What can I do if I have a faulty garment?**

If you believe you have received a faulty garment, please call our Jandakot store on 9270 4650 and they will assist you. If the garment has been worn, for hygiene reasons, you must wash and dry it before returning it to us.

If there is a major problem with the garment you can choose either a refund or exchange. This is when the item:

- has a problem that would have stopped someone from buying it if they had known about it;
- is unsafe;
- is significantly different from the sample or description; or
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

Alternatively, you can choose to keep the item and we will compensate you for any drop-in value. If the problem is not major, we will repair the item within a reasonable time. If it is not repaired within a reasonable time you can choose a refund or replacement. Please keep your proof of purchase — e.g. your receipt.

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If you have any further questions that have not been answered here, please don't hesitate to contact us:

**jandakot@uc.nellgray.com.au** or **9270 4650**

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