



Sutherland Dianella Primary School



Uniform Ordering Frequently Asked Questions

How can I purchase uniforms?

The school uniform is now available for purchase online via Willetton Uniforms website:
www.willettonuniforms.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 Willetton Uniforms.

How can I order uniforms if I don't have a Debit or Credit Card?

If you don't have a debit or credit card, payment can be made by electronic funds transfer (EFT) through your bank. After completing a **Uniform Order Form** (available online or from the school reception), transfer the correct payment to Willetton Uniforms using the account details below. Please ensure that you include the school reference number **610**, your **Initial/s** and **Surname** in the description line of the transfer (example below), so that the payment can be matched and applied to your order.

BSB: 036 081

Account Number: 155 809

Description (appears on their statement) optional

610 S Jones

Finally, hand your completed order form in to the reception staff at Sutherland Dianella Primary School to forward to Willetton Uniforms or email a scanned copy of the form directly to us at sales@willettonuniforms.com.au

What are the collection or delivery options?

You can choose either:

- **Pick Up** - collect your order from the school reception; or
- **Delivery** - for a postage fee of \$10, have your order delivered to your preferred address.

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 **Thursday** during school terms.

- Orders received by 11 am on Wednesday will be available for collection from the school on Thursday.
- Orders received after 11 am on Wednesday will be available for collection from the school on Thursday 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 Thursday** 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 Willetton Uniforms retail store in Willetton?

If you are in our neck of the woods and would prefer to collect your order from our retail store in Willetton, 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?

Uniform orders are delivered via Australia Post and take approximately 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 your order has been dispatched, you will be advised by email with an Australia Post tracking number to keep an eye on 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 or not you would be happy to purchase them at full price in their current condition.

All you have to do is post the incorrect item/s back to us with a copy of your receipt and the completed ***Exchange Form*** you received with your order (the address is on the form) – if completed correctly, the exchange form will let us know what to do to help you. Please make sure you provide accurate contact details so if we have any questions, we can call you.

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 or not you would be happy to purchase them at full price in their current condition.

All you have to do is post the incorrect item/s back to us with the completed ***Exchange Form*** you received with your order and your postage receipt (the address is on the form) – if completed correctly, the exchange form will let us know what to do to help you. Please make sure you provide accurate contact details so if we have any questions, we can call you.

What can I do if I have a faulty garment?

If you believe you have received a faulty garment, please complete the ***Faulty Garment Form*** you received with your order. Then post the faulty item to us with the completed form and your postage receipt (the address is on the form). 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 — eg your receipt.

What can I do if I have lost my Exchange Form or Faulty Garment Form?

All forms are available online or from the school reception.



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

sales@willettonuniforms.com.au or **9457 7330**

