

# Ratcliffe College School Uniform

## September 2013

### SchoolBlazer

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#### How do I use the site?

You will need to click 'New Parents Register Here' if you have not yet registered with us or enter your email address and password and click Log In if you have registered with us before. You can then set up or amend your child's details and only the items relevant to the part of the School your child is in will be displayed. The site will automatically select the sizes we think are most suitable and these can be added to the basket. Full details of how to shop with us can be viewed on our How to Shop page.

#### How do I log in?

If you are a new customer please select 'New Parents Register Here' to register with us. If you are already registered with us enter your email address and password and click 'Login'.

#### What do I do if I forget my password?

If you have forgotten your password click on 'Forgotten Password' underneath the password box. We will send an email to the address which you use to log in. Inside this email will be a unique link which you can use to reset your password. For security reasons this link will expire after 2 hours, should this happen you can request another link by repeating the "Forgotten Password" procedure.

#### How can I change my details?

You can amend your personal details by logging in to your account and selecting Edit My Details. You can amend the details you have entered for your child by logging in to your account and then selecting your child and then clicking on Edit. Measurements entered for your child can also be amended via the Family Homepage by clicking on your child's name. This will take you to the measurements page.

#### What can I do if the item I want to order is out of stock?

If an item which you require is currently out of stock and is available for pre order please go ahead and place your order; we will work to ensure the item is in stock and despatched to you as swiftly as possible. We will email you to advise if an item you have ordered is not due in stock within 8 working days of the order being placed.

#### If an item on my order is out of stock do I have to pay again for delivery when it is despatched?

No, we only charge for delivery once per order. We do not make additional charges for despatching items separately, from the same order, due to items being out of stock.

#### How can I pay for my order?

We accept the following major credit and debit cards: VISA, Mastercard, Maestro/ Switch and VISA Electron. If you would prefer to place your order over the telephone please contact our helpline and our customer services team will be happy to help you. Please be aware that we are unable to offer our name tagging service for orders placed over the telephone, this is only available for orders placed online.

#### Do I have to pay for delivery?

Delivery on orders under £20 in value is free of charge, orders over the value of £20 are charged according to the size of the order. Larger orders are sent via a registered and traceable service, therefore a charge is applied for this. Some Schools also offer Free Delivery to School; if this is available for your School then this option will be shown when you select your delivery address. This is not available for all Schools. Separate charges apply for delivery to addresses outside of the UK.

**Why has VAT been added to my order?**

We are obliged to charge all of our customers VAT where it is applicable, some garments are zero rated at certain size levels; above those sizes VAT is chargeable. Where the garment can be shown to be only worn by someone under 14 years of age (because it is distinctly marked for a Prep School) the VAT should not be applied. If the garment cannot be shown to be only wearable in a Prep school, then VAT must be applied above certain sizes, irrespective of whether or not the child is actually in a Prep or Senior school. This is because VAT is applicable to the item not the customer. Where an item is not distinctly marked (i.e. crested) and it is not possible to determine that the item is wearable only by someone under 14 years of age, we are obliged to charge VAT on the basis of size. On some products we choose to maintain a standard level of retail across all sizes but in these instances VAT is still payable on these sizes where applicable.

VAT is also applicable to nametags and to courier delivery services including Parcelforce.

Further information on the VAT guidelines can be found on the HMRC website.

**Do you deliver to BFPO addresses?**

We are able to deliver orders to BFPO addresses. Please select this option when entering the delivery address. The postage charge for this service is £15.00.

**How do I know that my order has been submitted?**

If your order has been submitted you will be taken to an order confirmation page showing your order reference number and the items ordered. You will also receive an email confirmation of the order.

**Can I cancel or change an order once it is placed?**

If you wish to cancel or amend an order then please contact us before 6pm on the day the order is placed and we will do our best to change or cancel the order, if your order is not in progress by this time. Once your order is in progress it is not possible for us to amend it.

**Can I change the name tag details once my order has been placed?**

We will do our best to amend the details on your nametags as long as you contact us by 6pm on the day the order is placed, if your order is not in progress by this time. Unfortunately we are not able to amend nametag details once your order is in progress. The nametag details you provide are also included on your order confirmation email.

**How do I add to my order once it is placed?**

Unfortunately once an order is placed we are not able to add items to it, if additional items are required a new order will need to be placed for these. We will do our best to combine the orders and we will ship the orders together where possible.

**When will I be charged for my order?**

We do not charge for an order at the time the order is placed; we only take payment for items as they are despatched.

**How can I find out where my order is?**

You can view your order status and details of your previous orders by logging in to your account and viewing Order History.

**How long will my order take?**

Orders are despatched within 6 working days although we do aim to despatch orders more swiftly than this wherever possible. We will email you to let you know when your order has been despatched. Our courier will deliver your order within 24 hours of despatch. If your School offers a delivery to School service orders are despatched to the School on a weekly delivery.

**Can you leave my delivery at my address if I am not in to receive it?**

As we use a signed for courier service for delivery we are not able to leave the order without a signature. If you are not in to receive the delivery a note advising of when and where the Parcel can be collected and how to arrange for re-delivery will be left. Delivery of your order will be attempted twice, after this your parcel will be held at your local depot or Post Office for not less than 15 days before it is returned to us. Smaller items sent by packet post may fit through a letterbox in some cases.

**Can I request delivery at a particular time?**

Unfortunately we are not able to specify a particular time for delivery or request delivery on a certain day. Deliveries are made Monday to Friday between 8am and 6pm.

**How long will my delivery take to arrive once despatched?**

The time taken for your order to be delivered to you once despatched will depend upon the delivery service used and the destination. Orders shipped within the UK by our courier take approximately 1-2 days, smaller orders are sent via Royal Mail and will take approximately 2-3 days. Order shipped within the EU are sent via Parcelforce worldwide and will take approximately 6 days, orders shipped outside the EU will take up to 9 days.

**What if I need to return an item?**

Items can be returned to us for an exchange or refund within 28 days of purchase, provided that they are unworn and in their original condition and packaging complete with all labels. For hygiene reasons we are unable to exchange or refund gumshields unless faulty. Please enclose a returns form, which is provided on the tear-off section of your despatch note which you received with your order, with your returned items. If the value of the item which you have returned to us for an exchange is greater or less than the value of the new item requested, we will automatically refund or debit the difference from the payment card originally used to place the order.

**Do I have to pay to return items?**

Returns made from within the UK are free of charge. Items being returned can be sent back to us in the re-sealable bag in which you received your items or in the bag provided with boxed orders, using the Freepost label on your despatch note which you received with your order.

**How long will it take for my return to be processed?**

Please allow 10 working days for your return to be processed and returned to you. We will email you to let you know that your items have been exchanged or refunded.

**What if I want to return an item from an order shipped outside of the UK?**

We do not offer a free returns service for orders which are shipped outside of the UK and the cost of returning an item to us is payable by the recipient. We are not able to exchange items shipped outside of the UK; if an alternative item is required then a new order can be placed for this which will include International postage. Items which are not required can be returned to us for full refund provided that they are unworn and in their original condition and packaging complete with all labels.

**Do I have to pay for name tags?**

The cost of the name tags is added to your order if you choose to have name tags applied to your items. The cost of tags is calculated based on the exact items ordered, if you require additional tags to be sent with your order these can also be added. We do not charge for the application of the tags. The set up charge for each set of tags ordered is £2.00 and tags are charged at 5p per tag.

**Do I have to pay for delivery?**

Delivery for orders under £20 is free of charge. Postage charges for larger orders are dependent on order value and are shown below:

ORDER VALUE (£)	COST OF SHIPPING (£)
Under £20	£0
Over £20 and under £50	£2.50
Over £50 and under £150	£4.99
£150 and Over	£5.99
Channel Islands under £30	£5
Channel Islands over £30	£45
BFPO Deliveries	£15

**Can I send my order to an address outside of the UK?**

We ship orders outside of the UK using Parcelforce Worldwide. The cost of delivery and the approximate time for delivery is shown below:

DESTINATION	COST OF SHIPPING (£)	TIME TAKEN
EU	£60	Up to 6 days
Rest of World	£125	Up to 9 days

If you would like to contact us or need help please call our helpline on 0333 7000 703 or email us at [customerservices@schoolblazer.com](mailto:customerservices@schoolblazer.com). Our helpline is open from 9am until 8pm Monday to Friday and 10am until 5.30pm on Saturday.