**HOW TO ORDER YOUR SCHOOL UNIFORM**

* To order, visit the home page of our website at [www.stitchdesign.co.uk](http://www.stitchdesign.co.uk) and click on the large ‘**order your school uniform**’ button.
* Use the search options to find your school. Please only enter information in one box. If you are having difficulty, it may be easiest to click on the first letter of your school’s name and scroll down until you find it.
* Place and pay for your order online. All products shown are as approved by your school.
* You can place your order at any time, but orders will only go into production twice a month on pre-agreed cut-off dates. For your school these dates are:

**14th and 29th of every month**

* Please check your confirmation email to ensure that everything on your order is correct and make a note of the order reference in case you have any queries.
* Our objective is to deliver all orders within 15 working days\* **from the relevant cut-off date**, however ongoing global supply chain issues mean this may not always be possible, so

**Please order as soon as you can.**

* When placing your order you will have two delivery options:
* Collect from School – Delivery is free if you choose this option.
* Standard Home Delivery – A delivery charge will be added to your order, but you can specify any address for delivery.
* Orders due for collection at the school during school holidays will be held and despatched to the school when it re-opens, so during a holiday period a Standard Home Delivery may be the only way to receive uniform before school re-opens.
* During the rest of the year a Standard Home Delivery will not be quicker than the free school collection, however you may find it more convenient.
* You will receive an email when your order is being despatched.

If you have any problems, please email our dedicated Customer Service Team at [online@stitchdesign.co.uk](mailto:online@stitchdesign.co.uk).

*\*Working days are defined as Monday to Friday, excluding Bank Holidays.*

