



## Back to School

It's almost the start of Back to School and by Mid June we'll have all our finished stock in the warehouse.

Orders can be placed as soon as you wish and if you needed to exchange any item before school starts in September, just send the item(s) back to us and we'll send the replacements straight away.

Orders can be placed online at any time and you don't need to register to use our website, just add the items you need to your basket, provide your details and checkout.

If you need any advice or support you can contact us Monday to Friday 9am to 4pm by phone or e-mail at any time.

## Need Advice or help?

Quite often parents have a number of questions, particularly if your child is just starting school or starting a new school for example moving up to Year 7.

If you need any advice or have questions relating to uniform for your school, then please get in touch.

The best way to contact us is by e-mail and we aim to respond within 24 hours but you can often get a quicker response by e-mail because we can answer those outside of the times our phones are answered.

Send your questions to:

[sales@school-shop.co.uk](mailto:sales@school-shop.co.uk)

## Sizing Information

If you are unsure what size garment(s) you need for your child, you can find a handy General Size Chart on the St John's School website.

Starting with the jacket size, follow the column down and it will detail the sizes that match with your particular size of jacket.



The cut-off date for ordering uniform online before school starts in September is:

**29th July**

Uniform can be ordered any time throughout the summer, but to guarantee you have your uniform in time for school starting in September please ensure we have your order by 29<sup>th</sup> July.

The Back to School season is a very busy time and we expect to receive around 10,000 orders this season. Due to the volume of orders received it can take 2-3 weeks to process orders which are placed during Back to School.

If you require an update on an order, please allow 2 weeks from placing the order before you contact us for an update and the best way to contact us is by e-mail.