

Kentish Town C of E Primary School, NW5 2TU

Direct-to-Parents Online School Uniform Shop Service

How the service works

- Register, or sign in, by visiting the home page of our website at www.stitchdesign.co.uk and clicking on the large “**ORDER YOUR SCHOOL UNIFORM HERE**” button. You will need your school’s postcode to register.
- Once registered you place and pay for your order online.
- All orders will be processed and despatched the following working day*. Please allow up to 5 working days* for delivery.
- The school’s uniform policy will be available via a link at the top of the uniform shop page. Please check this document if you are not sure which items you need.
- A sizing guide is available for each item in the online uniform shop. We try to indicate the relevant ‘to fit’ chest or waist size for most items, so you can compare them regardless of the information on the label in the garment. Age guidance labels vary between manufacturers, and so should not be relied upon. You could also ask at your school if there is an opportunity to try-on sample garments.
- 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.

If you have any problems

- Please visit the “HELP & SUPPORT” page at www.stitchdesign.co.uk in the first instance, as this will assist you to take the action necessary to resolve your problem.
- Even at the busiest time of year the majority of online orders will be fulfilled within the timescale above. However, if demand significantly exceeds the predicted level, temporary out-of-stock situations may occur. In such circumstances we would aim to dispatch an order within fifteen working days* of the order being placed.
- When placing your order kindly bear the above timescale in mind, as well as the possibility of you needing to exchange an item, or for any delivery problems to be resolved. Therefore please:

PLACE YOUR ORDERS AS EARLY AS POSSIBLE



*Working Days are Monday to Friday, excluding Bank Holidays

NOV 2021