



SIR CHRISTOPHER HATTON
ACADEMY

UNIFORM ORDERING
GUIDANCE





Overview

The Mail Order supply solution gives parents the ability to order Uniform and PE Kit 24 hours a day via online the SWI ordering system. Orders can be placed either online, by phone or post. We offer a school and home delivery service as well as an easy Returns System

How to Order

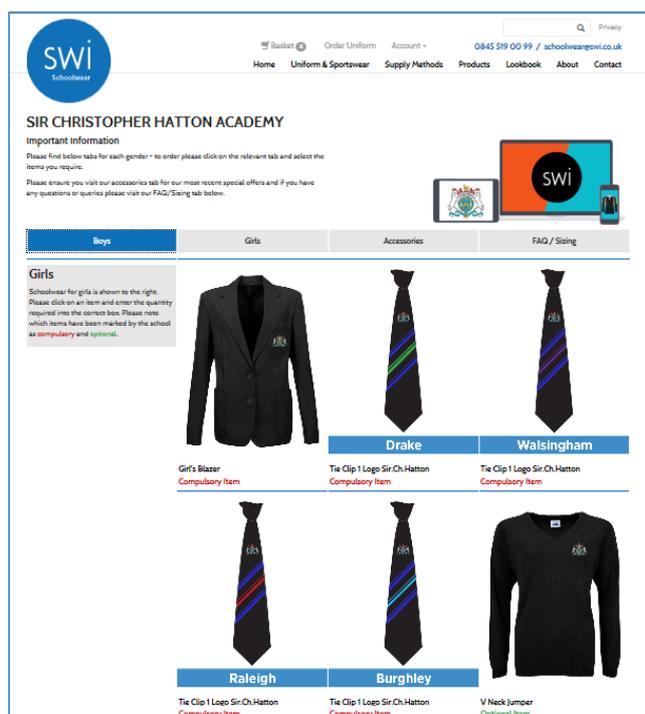
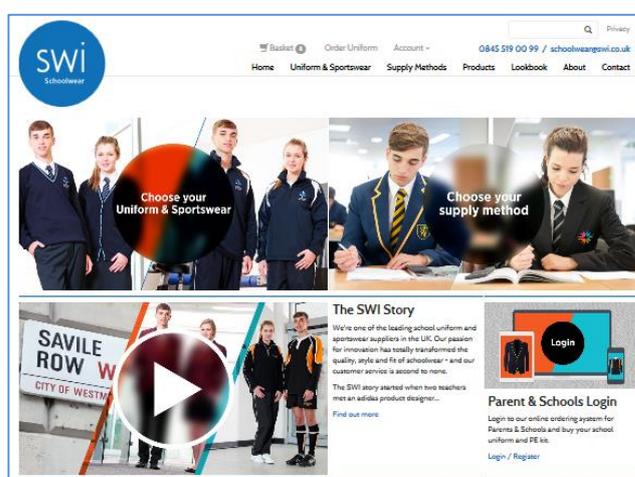
Parents/students can place their orders:

1. **Online:** www.swi.co.uk
2. **Phone:** 0845 519 00 99
3. **Post:** Sportswear International Ltd, Fair oak Lane, Whitehouse Industrial Estate, Runcorn, WA7 3DU

Online Ordering

Ordering online couldn't be easier. Simply visit our website www.swi.co.uk and select the **Parents & Schools Login** link on the right of our homepage.

New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered you can begin to order straight away.



All of the Uniform and PE Kit products will be displayed with an indication if the product is **compulsory or optional**.

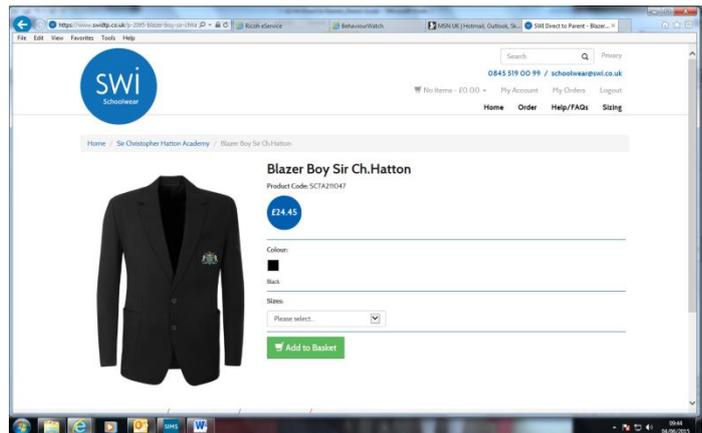


Adding items to the basket

To add an item to your basket, click on the picture or the name of the product and the order form will appear.

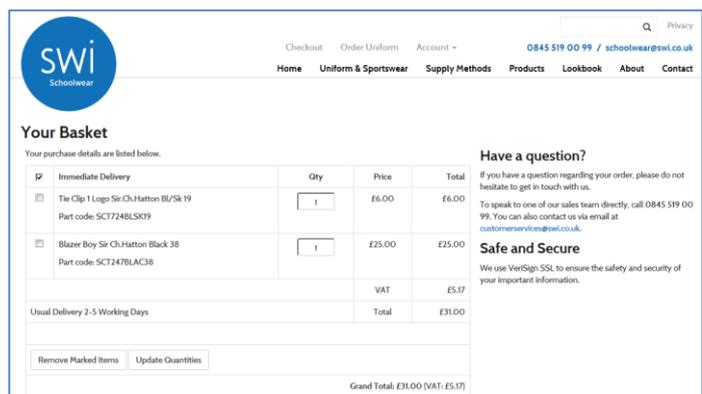
Simply type the size you wish to order in the drop down box and click the green **Add to Basket** button for this to be placed into the basket.

Once you are ready to process the order click onto the **Your Basket** button at the top of the screen.

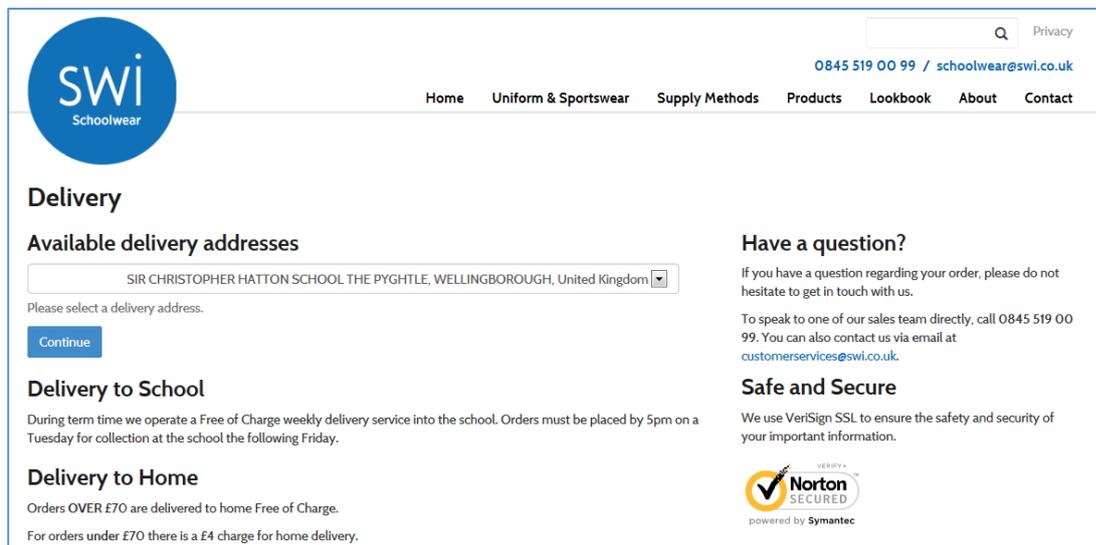


Your Basket (6)

You will be taken to the basket page to confirm your order.



Click onto the **Proceed to Checkout** button to be taken to the delivery option screen.





Select the delivery option and click **Continue**

All orders require delivery notes. If the parcel is to be delivered to home these are the instructions that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. Leave with in porch

The screenshot shows the SWI Schoolwear website's delivery page. At the top left is the SWI Schoolwear logo. The navigation menu includes Home, Uniform & Sportswear, Supply Methods, Products, Lookbook, About, and Contact. The phone number 0845 519 00 99 and email schoolwear@swi.co.uk are displayed. The main content area is titled 'Delivery' and includes 'Available carrier options' with a 'Carrier' dropdown menu currently showing 'P&P - Delivery Charge - £0.00'. Below this is a text input field for 'Child's Form/Tutor Group *' and a 'Process Order' button. A note states: '* Please enter your child's form or tutor group. This will help the school ensure your child receives the correct delivery.' To the right, there is a 'Have a question?' section with contact details and a 'Safe and Secure' section featuring a Norton Secured logo.

If the parcel is going into school simply type the students name and click **Continue**.

Payment can be made by Visa, Mastercard, Solo, Maestro. Unfortunately we do not accept American Express. Once you have made payment you will be given an order reference number. Please print this page for your records.

Phone and Postal Orders

The school will have paper order forms and a downloadable copy on the school website. If you wish to pay by cheque or do not have access to the internet then you can phone or post your order using the paper order form.

Home Delivery Charges

- Orders over £70 are sent to home free of charge
- Orders under £70 sent to a home address (or other specified) incur a £4.00 delivery charge
- Orders sent to school are free of charge (see below)

Delivery into School

We operate a free of charge delivery service into school every week **during term time**. Orders must be placed by 5pm on the Friday for delivery into school the following Thursday for collection on Friday. This allows parents to avoid the delivery charge and makes it easy for students to collect their order from the school. Orders can be collected from the main school reception between 8am and 4.30pm during term time – all collections must be signed for.

Returns and Exchanges

Each parcel contains a returns form and the Freepost Returns address to SWI. We ask parents to obtain a proof of postage receipt from the Post Office which is free of charge. If there is an issue with the item being lost in the post we ask to see the proof of postage receipt.

We offer a 30 day refund policy. If a customer is not completely satisfied with the garment we offer a 30 refund or exchange period. To be eligible for a refund or exchange we must receive the garment back in the exact condition and packaging that it was sent out in.

Web Helpdesk

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in then please contact the Team on **0845 519 00 99**.