Stitch Design
Personalised Clothing Supply

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Dear Parent/Carer,

Welcome to the online uniform service that we have been asked to provide to you. Please take a moment to read about how this service works, as it will help to ensure that we provide the most efficient service to you.

The service is designed to provide you with your uniform order within 3-5 days throughout the year. **If you need your order for return to school in September, we would ask that you order by the 3rd August,** because although we try very hard to stock for the total Summer demand, it is simply impossible to always accurately predict demand, and if we do run out of an item, it could take us approximately 2-3 weeks to replenish stock after the middle of August.

How the service works

- Register or sign in by visiting our website www.stitchdesign.co.uk, choosing the large grey ORDER YOUR SCHOOL UNIFORM HERE button on the home page. You will need the school's postcode to register, and it is L27 7AG.
- Once registered you can make your order and pay for it online.
- If you do not have access to the internet please contact the School office who will provide you with an order form which you should complete and send to Stitch Design.
- All items with your uniform shop, and their prices, have been fully approved by the School.
- The School's uniform policy is available at the top of the uniform shop page, to help you if you are in any doubt about the uniform that you need.
- An on screen sizing guide is available next to each item on the shop. As a general guide, use chest or waist measurements to determine which size you need, rather than relying totally on age sizes, as of course children's sizes vary within ages, and manufacturers choices of ages for their garments are also somewhat arbitrary and subjective.
- Please double check your confirmation email to ensure that everything on your order is correct.
- Any problems in supply will be communicated to you by the dispatch note which can be found in the front window of your parcel entitled "Documents enclosed".
- If you have any problems, please consult the "Instructions and FAQ's for Parents" page. Please contact Stitch Design if your problem persists.
- If you need to return any items, or have any other questions, please contact Stitch Design on 01256 771999. We have a team ready and able to help you.