

HOW TO ORDER YOUR SCHOOL UNIFORM

- To order, visit the Buckshaw Primary School page of our website [https://www.stitchdesign.co.uk/uniform/Buckshaw Primary School PR7 1XP](https://www.stitchdesign.co.uk/uniform/Buckshaw_Primary_School_PR7_1XP).
- 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:

9TH & 24TH 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.

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

