

# Frequently asked questions

**Q- Do I need to order all the items on the order form?**

**A –** You only need to order the compulsory uniform items

- If an item is compulsory it will be stated on the order page
- If you don't order all the compulsory items, you will not be able to complete your order

**Q – I don't want to order the trousers**

**A –** If they are specified as a compulsory item, you must order the trousers at the same time as ordering your tunic or you will not be able to complete your order

**Q – I can't complete my order**

**A –** Check you have ordered all compulsory items

**Q - I can't see the size/item I need**

**A –** Check you are on the mycollegeuniform.com website as you may be on the wrong website

- You should always be able to order all sizes and all uniform items from the mycollegeuniform.com website

**Q – How long does delivery take?**

**A –** If you have chosen home delivery, this will be with you within 14 working days of placing your order if badges, embroidery or print is not required

- If your uniform requires embroidery, print or you have ordered a name badge, it will take up to 21 working days to be delivered

**Q – Exchanges - UNLESS EMBROIDERED, PRINTED, ALTERED OR WORN, exchanges have to be returned within 14 days of receipt**

**A –** If you wish to exchange any items for a different size we would request that you return the items to us with the completed exchange form

- You will need to send the item back to us at your own cost

**When is an exchange not possible?**

- If you return your items to us later than 14 days from receiving your order
- If your items are embroidered/personalised

- If your items are dirty or damaged from personal use
- If your items have been altered by yourself – e.g. you have shortened your trousers

## Q - Refund requests only for items that are not compulsory, items have to be returned within 14 days of receipt

A – If you wish to return any items for a refund we would request that you return the items to us with the completed returns form

A – You will need to send the item back to us at your own cost.

- If the college have stipulated that the item is compulsory e.g. tunics and trousers, these items are non-refundable.

## When is a refund not possible?

- If you return your items to us later than 14 days from receiving your order
- If your items are embroidered/personalised
- If your items are dirty or damaged from personal use
- If your items have been altered by yourself – e.g. you have shortened your trousers

## Q – Sizing

A – Our garments are designed to allow freedom of movement and comfort. Our garments are an average fit so if you usually order a size 12 on the high street, we advise you order a size 12 from us

## Q – Bespoke items

A – We do a bespoke sizing service if you need a size larger than the website displays

- Bespoke items take between 6-8 weeks and are non returnable
- Please contact us for more details