



Ordering school uniform

How it works

Our online service allows parents and carers to order and make payment securely directly to Gooddies Ltd. A bespoke online web shop has been set-up for parents to visit. You can order any time of the day or night at your convenience.

Embroidered garments are not held in stock so all orders will be embroidered once the **cut off dates** of **15th** and **31st (or last day of the month)** have been reached. Delivery is normally 10 working days following the cut off dates. Order up to midnight on the 15th of the month; receive delivery at the end of the same month. If you miss this deadline you can order up to midnight on the last day of the month for delivery the middle of the following month.

Please note however, during the busy summer months of June through to September, delivery can be extended by up to a further 10 working days.

All contact with Gooddies by parents and carers must be made through the 'contact' page on the website, this allows Gooddies to efficiently track your order and provide accurate feed-back using the information that you as a parent/carer has provided.

Delivery

Parents/carers can choose from free delivery to school, or a home delivery service is available at an additional cost of £5.95. Please note home delivery is not an express option.

As a customer placing an order, your details are securely saved so that you can log in to your account and track the progress of your order, re-order and even check billing information. Once an order has been placed you will receive an order confirmation email.

When your order has been shipped, you will receive a shipping notification email advising you to collect your order from school, or if you have opted for home delivery that it's on its way to your chosen shipping address.

Returns

You as a customer have 14 days from receipt of an order to return any item that has **not** been washed or worn, does not contain name labels or name written on labels. Returned items must be in the condition in which they were delivered.

We advise customers to return using a proof of delivery service, such as Royal Mail, this is done at your own cost (postage is non-refundable). Gooddies will then refund you for the items returned to your method of payment within 10 working days. Customers must then re-order then items required through the web store. As Gooddies does not hold embroidered stock they cannot provide exchanges.

Faulty items

If you have purchased an item and it develops a fault within a two month period of purchase, Gooddies will provide Standens Barn Primary with a pre-paid bag for return of the item, with a form for you, as the customer, to complete with proof of purchase and order details. Gooddies may choose to have the item inspected by the manufacturer and if the item is found to be faulty, Gooddies will refund or replace where necessary.