

# schoolblazer

Committed to Innovation. Dedicated to Style.

## Welcome to the online school uniform service for Teesside High provided by Schoolblazer

Schoolblazer.com was founded by parents for parents to take the chore out of shopping for school uniform. Our secure online ordering service allows you to shop for uniform and sportswear at your convenience, and we even offer to sew all of the nametags into the garments for free – so throw out the sewing box and enjoy the summer!

We are committed to making your preparations for the new term as easy and pain-free as possible. If you have any questions or require help please do not hesitate to contact our Helpline on **0333 7000 703** or email Schoolblazer at [customerservices@schoolblazer.com](mailto:customerservices@schoolblazer.com)

### Benefits to You

- 24 hour/365 days availability of all school uniform
- Our intelligent sizing system offers a simple step by step process to help you determine the right size
- Free, simple returns
- Printed nametags sewn on free of charge
- Despatch to your home or place of work within 3 working days of placing your order
- Secure credit card facilities
- Simple, easy to navigate website
- Telephone Helpline available Mon-Fri 9am-8pm, Sat 9am-5.30pm
- **Free P&P 3<sup>rd</sup>-17<sup>th</sup> July inclusive**

### Frequently Asked Questions

**How do I know what sizes to order?** We ask you to input your child's measurements and our Intelligent Sizing System will indicate the recommended size on the shopping page. However, this is a suggestion only, based on the measurements you have entered. Should you wish to choose an alternative size, you can use the drop down menu to select this.

**What if I need to return an item?** We offer a free returns service so please return any item that is unsuitable and we will either refund or exchange as required.

**Do I have to pay for name tags?** We only charge for the cost of the name tags and sew them in free of charge.

**How long will my order take to be despatched?** Whilst we promise to despatch orders within 5 working days we will despatch more swiftly than this wherever possible.

**I need an item that is showing as out of stock on the website, what should I do?** As an online retailer we typically hold much higher levels of stock than a high street store, but if an item you require is showing as out of stock, please place your order and we will work to supply this as quickly as possible.

**What if I need further information or help with my order?** There is lots of information available on the Schoolblazer website including 'How to Shop' and you will also find answers to the most Frequently Asked Questions. Alternatively you can call our Customer Services Team on the number shown above and they will be happy to help.