



## Culloden Academy Uniform. Online school order page.

### Introduction:

Dear Senior/Parent/ Carer

You can now shop & pay online for school Uniform Embroidered with the Academy Logo. And have it delivered direct to your home address. Please find below details & brief instructions of how to use the website. Full details about Delivery, Returns & Terms & Conditions are on the site.

### To View your schools online shop:

- 1.) The website address is: [www.highland-embroidery.com](http://www.highland-embroidery.com) Please type this into your website browser.
- 2.) Select the schools option on the top menu bar - & select your school from the drop down list.

### Ordering from your school page: (All prices include embroidery of the school logo & VAT where applicable)

- 1.) Select the item of clothing required by clicking on the image with you mouse.
- 2.) Select the Garment size, colour & number required – and add to your basket. When you have finished ordering please go to checkout. (See menu at top right hand corner of screen)
- 3.) Checkout: Please follow the instructions given, you will be asked for a delivery & billing address and contact details. (If you wish the site to remember your address details, you can do this at this stage by setting up an account. If you prefer not to do this please go to Guest checkout)
- 4.) When you have entered your details & confirmed your order, you will be taken to a secure payment page to enter payment details.
- 5.) Payment is taken by a secure payment platform. You can either:
  - a.) Pay using a credit or Debit card – Worldpay
  - b.) Or if you already have an existing PayPal account you can use this if you prefer.

### Please Note:

\* You can check on your postage charges at any stage during the ordering process. Please go to Checkout (Top right hand corner of page) & select “Estimate shipping & taxes”.

We hope you find the site easy to use. If you have any comments or require further details or help with shopping at the site please contact Highland Embroidery.

Tel: 01549 402707 e-mail: [Info@highland-embroidery.co.uk](mailto:Info@highland-embroidery.co.uk)

Further Details: (These can be viewed in detail on the website)

**Quality:**

The uniform available online will be of the same Brand & quality that we have been providing to your school for many years. We supply only tried & trusted brands of school uniform that wash and wear well, and our prices are extremely competitive. We also operate an ethical trading policy for the brand's we supply.

**Delivery Times:**

We try to make the delivery process as simple as possible and are able to send your order either to your home or to your place of work. If your school accepts direct deliveries for pick up by a parent or pupil there is no delivery charge. If this is available there will be an option for this at the checkout.

Delivery times are calculated in working days Monday to Friday. If you order after 4 pm the next working day will be considered the first working day for delivery. In case of bank holidays and over the Christmas period, please allow an extra two working days.

We aim to deliver within 7 - 10 working days but sometimes due to high order volume certain in sales periods please allow 4 days before contacting us. We will attempt to email you if we become aware of an unexpected delay. For school orders during the peak summer period June to Sept please allow 10 -15 working days.

**Delivery Charges:**

Postage/Courier Charges are based on the weight of your order.

Up To 1Kg. - £3.50 (Approx. 3 Items.) \*\*

1Kg. To 3Kg. - £5.50 (Approx. Up to 9 items.) \*\*

3Kg. and above. - Schools & Clubs Free Delivery.

\*\* Because the weight of different items will vary slightly the number of items is an estimate. If you wish to see your delivery charge before proceeding to checkout, please go to the shopping basket, scroll to the bottom of the page & check the "Estimate shipping & taxes option".

Each item will be attempted to be delivered twice. Failed deliveries after this can be delivered at an extra cost to you or you can collect the package from your local post office collection point.

**Returns Policy**

If you are not satisfied with your purchase you can return any\* item to us unworn in its original packaged condition complete with labels within 28 days of receipt. Exchanges or refunds outside this period will be at the discretion of Highland Embroidery. Returns are at your cost and at your responsibility until they reach us. Please fill in the form on the website, & print off & send with your return.

\*Please note that your right to return items does not apply to products which fall into the following categories unless they are faulty.

a) Goods made or embroidered with your logo or supplied correctly to a special order.

Order sent incorrectly or faulty goods

For items sent incorrectly against your order, we will offer a replacement or full refund including postage, providing we are made aware of this within 10 working days. Please fill in the form on the website, print off & return with your item. Please note all items must be laundered prior to returning. Please obtain a receipt of posting, returns remain your responsibility until they reach us.

Items returned as faulty within 3 months of purchase will be inspected and if considered to be faulty due to a manufacturer fault will be replaced or refunded at the purchases price. Items over 3 months old will be dealt with at the discretion of Highland Embroidery.

This Returns Policy does not affect your Statutory Rights.

**Payment:** Online payment is either by Credit or Debit Card (Worldpay), or through your Paypal Account.