



UNIFORM PURCHASES AND RETURNS POLICY

Introduction

Pioneer Village School provides uniforms available for sale to the school community directly from the school.

Purpose

This policy is designed to set out the rules for ordering, collection, payment and return of the school uniform.

Policy

1. Pre-ordering

Uniforms must be pre ordered by completing the online order form from the school's website (insert link).

The pre-order form must be submitted by the following dates:

- Summer Uniform Orders by the end of Term 2
- Winter Uniform Orders by the end of Term 3

2. Fitting appointments

If you require fitting advice and/or to make large purchases, a uniform fitting appointment must be made by contacting the administration office or make an online appointment here (insert booking link).

Pioneer Village School hold a limited amount of stock for ad hoc purchases outside of the pre order dates. Please contact reception to make an appointment if you require and emergency uniform purchase.

3. Collection and payment

Orders can be:

- collected from the School Administration Office
- can be delivered to the child's classroom.

Orders must be paid for on collection. The following payment methods are accepted:

- Debit or credit cards

4. Incorrect Size

Children grow very quickly, and sizing can be challenging, consider purchasing one size up when ordering. If items do need to be returned, please refer to our Returns Policy below.

Returns, Refunds and Exchanges

Returns and exchanges to be made in person at the school during term opening hours.

1. Returns, Refunds

- Returns must be made within **30 days from the receipted/invoiced date.**
- To be eligible for a refund, item(s) must be:
- Unused without any markings, soil free and **must have the original tags attached.**
- Where applicable, item(s) must be in the original packaging.
- The school reserves the right to assess the condition and age of returned goods prior to providing a refund.
- The school reserves the right to reject returns if the items are returned in a soiled, worn or in a condition not fit for resale on receipt.

2. Exchanges

Exchanges can be made during term opening hours. Some exclusions may apply.

3. Items excluded from returns and exchanges.

In the interest of hygiene, the material type and for your protection, please choose carefully as we **DO NOT** offer exchanges or refunds on:

- The purchase of hats, and socks, unless exhibiting a genuine manufacturing fault.
- The purchase of second hand, discounted, reduced, or discontinued items.

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