

Exchange / Returns Policy

Thank you for your purchase from the Uniform Shop which is run entirely by parent volunteers.

This relates to new items. Second Hand goods are sold "as is" so please check them carefully as they are often marked or damaged.

We know it can be difficult to purchase the correct size for your child and they can be particular about the uniform items they will wear, so we are happy to exchange or refund Uniform Shop items under the following conditions.

- 1: They are in original conditions as purchased.**
- 2: Items are unworn and unused.**
- 3: Items do not have a child's name written on.**
- 4: Retain your receipt for date reference. Qkr has a receipt number provided and "in shop" purchases will have a receipt slip.**

Essentially we still need to be able to sell it as a new garment to another family. We ask that you do this within 2 weeks of purchase. You can send the item to school with your child to give to the Office if you cannot make it back to the Uniform Shop within that time.

Please fill out the details below and place with the garment so we can follow up with you.

Faulty / Damaged Goods

If you believe your garment is faulty or damaged at the time of purchase please bring it back and fill out your details below. This will then be assessed and we will advise you what the course of action will be. We may choose to replace or repair the item if it is deemed faulty.

You will receive an answer as soon as possible (we are volunteers and we have paying jobs too!)

Our aim is to outfit your child in their uniform as quickly as possible.

Request for (circle) Exchange or Refund

Today's Date: _____ Volunteer's Name: _____

Parent's Name: _____ Childs' Name _____

Parent's Mobile: _____ Parent's Email: _____

Purchased via (circle): Okr Shop Date item was purchased: _____

Reason for Return / Exchange:

To be noted by Volunteer – Action taken/follow through:

