

Dear Parents and Carers,

We are delighted to announce that our new pre-loved Whittington uniform online shop is now open, at www.uniformd.co.uk/whittingtonprimary. We will be running this shop via a 'click and collect' service; you order and pay for goods online and they will be given to your child by a member of the school office team, wrapped up and ready to take home (this will be done every Friday afternoon). Here's a quick user-guide and FAQ to get you all started. Order quickly, because once the items are gone, they're gone!

How to use Uniformd

1. Follow the direct link to our school page above, or navigate to the website <https://app.uniformd.co.uk/schools>, scroll down and select Whittington Primary School (the schools are listed alphabetically so it's a long way down!)
2. There you will see each item listed individually - the best way to find what you want is to click the 'Filter Products' button at the top right of the screen. Remember to then press 'Reset Filters' once you've done this to go back to being able to see everything.
3. Choose the items you like, add them to your basket and pay by card.
4. You **must enter your child's name and class** as you go through to pay, as this is how we will deliver the items to you.
5. You will then get a confirmation email. **Orders will be processed once per week and given to your child each Friday afternoon to bring home.** (Cut off point for orders is Thursday 9am for the following day). Any queries, please email: whittingtonuniform@gmail.com

Other things to know

- The items that are up for sale have been individually quality-checked for any marks, holes or excessive levels of wear and tear and are in 'very good' used condition.
- We do have a few individually listed 'sale' items, where the items are a little bit more worn, or might have a very small mark on them - these are priced individually. They are still 100% acceptable for wear to school, they are not damaged or ripped. We also have a few 'unused and new' items that are listed and priced individually.
- We are hoping to expand our offer as time goes on to textbooks, themed school day costumes, world book day costumes and more! We'll keep you posted and if you have any ideas, do drop us a line.
- Remember, all proceeds from sales go to the PTA which will directly benefit all our children, helping buy resources, contribute to school trips and more!
- This shop is being run and managed by PTA volunteers so please allow time for email replies.

FAQs

Q. How do I pay?

A. Payment is only accepted by card, you can use Mastercard, Visa or American Express.

Q. Can I search for clothes by age?

A. No, but you can currently search by gender, category or colour. We're hoping uniformd will add 'age' into the search categories as well. Remember to 'Reset Filters' once you've searched by category, which will allow you to view all items again.

Q. Can I return an item if it's the wrong size?

A. Yes. Please email the PTA at whittingtonuniform@gmail.com via the email address you provided when you made your purchase, who will be able to arrange a refund or swop for your item. If possible, we ask that you request a swop for a different size or item, as refunds incur an additional transaction cost, which reduces the amount of money going to the PTA and school. If there is an urgent problem, please contact Denise de Borde in the school office – office@whittington.staffs.sch.uk

Q. Can I donate good quality uniform to the shop?

A. Yes, we will send out regular emails asking for donations, so please look out for those.

Kind regards
Whittington PTA