



Welcome to Different Class Schoolwear.

Please find below some information on our services which we hope you will find useful, full details of these can also be found on our **brand-new website**

<https://www.differentclassschoolwear.co.uk/home/>

Online Payments

Please be aware when making online orders – payments to Different Class will show as Tee-Tree Apparel on your bank statement.

Postal Orders

All postal orders are now sent via Royal Mail on a 48-hour tracked service. Please note we will not be able to track the order until the 48 hours have passed.

Orders placed before 2pm will be picked and shipped the same day. During the summer period, please allow 5-7 days for your order to be processed.

Last delivery into school

The last delivery into school before the summer holidays will be Wednesday 17th July 2019, we will then recommence delivery on Wednesday 11th September 2019.

There will be no delivery into school on WEDNESDAY 3rd or THURSDAY 4th July as we attend school induction days.

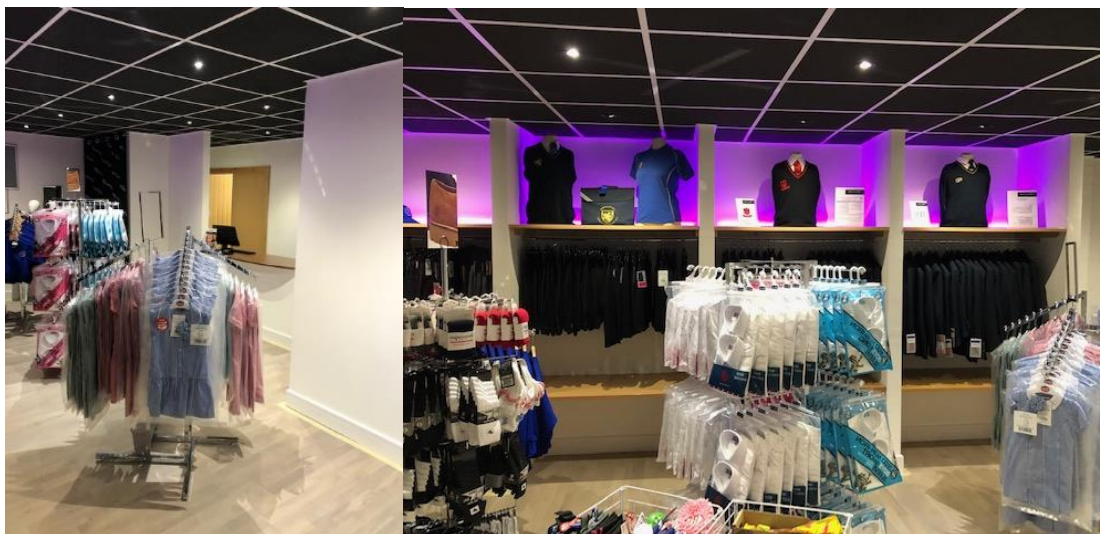
**** Please note that any ship to school orders placed after Sunday 14th July will not be shipped into school until the 11th September. Please bare this in mind whilst placing your orders online as we are unable to change the delivery method once the order is processed****

Different Class and The Environment

We at Different Class believe that it is crucial to consider the environment as much as possible in all our processes. As such, we would like to share some news about our plans to reduce our environmental impact, starting with reducing our use of plastic bags. The world is currently producing nearly 300 million tons of plastic each year - a significant amount of which will end up in the oceans. <https://www.differentclassschoolwear.co.uk/pages/different-class-the-enviroment/>

We will no longer be issuing paper delivery notes. For refunds and exchanges, please refer to our policy on our website. <https://www.differentclassschoolwear.co.uk/pages/delivery-and-returns>

Summer Opening & New Showroom



During the summer holiday's our brand-new showroom will be open Monday – Friday from 9:00am-5:30pm. We will open some adhoc Saturdays throughout this period – these will be announced on our website nearer the time.

Please note whilst you are able to pop along and purchase uniform, should you wish to have a fitting then you will need to make a dedicated fitting appointment via our online booking form <https://www.differentclassschoolwear.co.uk/booking>. Please note we will not be taking fitting appointments over the telephone. This will ensure you will have a dedicated member of staff to assist you throughout and avoid any delays. Our first available appointments will be 9:30am and the last at 4:30pm.

During this period, we also offer a **“click and collect”** option for uniform purchased online. You will be notified by email once your order is ready for collection. You can of course choose to have your items delivered to your home or place of work for convenience.

BACK TO SCHOOL Period July – August

During the BACK TO SCHOOL period, the lead times for orders increases considerably due to the increased volume of orders. During this period, it may take 7-10 days until you receive your order. The 7-10 days lead time will also apply to Click and Collect orders. We are unable to advise on possible lead times over the phone. We aim to beat these delivery times and you will always be notified by Different Class by email when your order is dispatched and then notified by Royal Mail when your order is on its way. Please note once an order has been processed, we are unable to amend the order or delivery options via email or telephone, so please consider this when placing your order.

Kind Regards
Louise Mungrue
Head of Schoolwear