



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 once dispatched. If you include your email address and phone number in the order details, you will receive updates on your delivery from Royal Mail.

## **Deliveries into school**

The last delivery into school before half term will be 23<sup>rd</sup> October, we will then recommence delivery on Wednesday 6<sup>th</sup> November.

The last delivery of 2019 will be Wednesday 18<sup>th</sup> December. Deliveries will then recommence on Wednesday 8<sup>th</sup> January 2020.

We would like to advise you that as of 1<sup>st</sup> November we will no longer be accepting cash/cheque orders at schools.

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

## **Returns**

In an endeavour to streamline our customer service and following on from recent feedback, we will no longer be collecting returns from schools, please contact us and you will be provided with a free returns label. All returns will be refunded once they are received back.

## **Christmas Opening Hours**

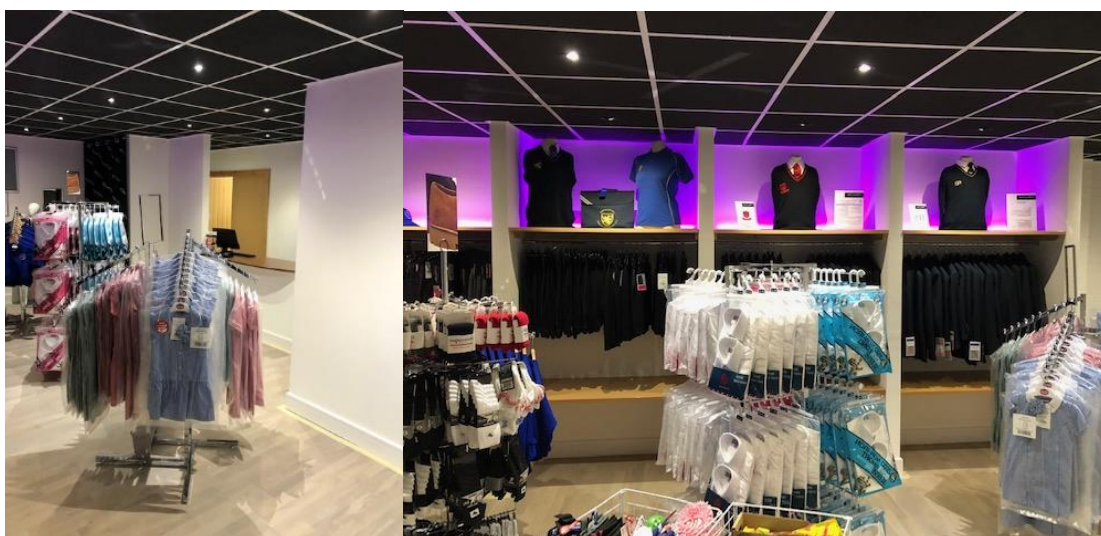
Different Class will be closed from Saturday 21<sup>st</sup> December and reopening on Thursday 2<sup>nd</sup> January 2020.

## 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-environment/>

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>

## Showroom



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.

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.

Kind Regards  
Louise Mungrue  
**Head of Schoolwear**