

1. **How do I purchase brand new uniforms?**

Brand new uniform orders must be made on Flexischools; www.flexischools.com.au
Once you place an order, it takes 2-3 days for the purchased items to be delivered to your child's class.

2. **Can I view or try on uniforms before placing orders?**

If you need to view or try on uniforms, please email the uniform shop coordinator to request an appointment. Viewing days **by appointment** are Wednesday & Thursday Afternoon 2:30pm-3:30pm. See contact details below.

3. **How do I purchase second-hand uniforms?**

Second-hand uniforms are available to purchase from the uniform shop ONLY (not via Flexischools). All 2nd hand items cost 50% of the equivalent new price. Viewing of second-hand uniforms is by appointments only via email. Viewing days **by appointment** are Wednesday & Thursday afternoons 2:30pm-3:30pm. See contact details below.

Note: The second-hand items will need to be inspected prior to purchase as returns/exchanges aren't available for these items. Payments for second-hand items can be made by cash(exact money) or EFTPOS.

4. **Can I exchange my order?**

Brand new items

You can exchange new items purchased from the Uniform Shop within 90 days of purchase, as long as the items still have their 'tags' attached; are still in 'new' condition and have not been washed.

If you'd like to make an exchange, please email the uniform shop coordinator for the exchange request. Afterwards, please drop the items off to the school office and address it to the uniform shop noting parent's name, child's name and class. Once processed, the exchanged items will be delivered to your child's classroom.

Note: This is only valid to exchange for different size for the same item. If you want to exchange to different item, please return the unwanted item and purchase the new item.

Second-hand items

Exchanges will not be accepted on second-hand items.

5. Can I return my order and how do I do this?

Brand new items

You can return new items purchased from the Uniform Shop within 30 days of purchase, as long as the items still have their 'tags' attached; are still in 'new' condition and have not been washed.

If you'd like to make a return, please email the uniform shop coordinator for the return request including the order ID. Order ID can be found in your Flexischools' account history. Afterwards, please drop the items off to the school office and address it to the uniform shop noting parent's name, child's name and class. A refund will be processed to your Flexischools' account.

Second-hand items

Returns will not be accepted on second-hand items.

For any other queries, please contact

Uniform Shop Coordinator

e: uniformshop@northcross.nsw.edu.au