

Northcross Uniform Shop: Frequently Asked Questions



New Uniforms

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 3-4 school days for the purchased items to be delivered to your child's class. Please note that the Due Date on your Order Confirmation is not necessarily the date that your uniforms will be delivered.

Can I view or try on new uniforms before placing orders?

If you need to view or try on uniforms, please email the Uniform Shop Coordinator to request an appointment. Viewing of new uniforms is by appointment only. Please make an appointment by emailing the Uniform Shop. In Term 2 2021, appointments can be made at the following times:

- Mondays 2.30pm – 3.30pm
- Thursdays 9am – 9.30am

Can I return my order for a refund?

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 and have not been washed.

If you'd like to make a return, please email the Uniform Shop Coordinator to request a return, and include the Order ID. The Order ID can be found in your Flexischools account history or on your order confirmation. 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. *Please note that refunds are made to your Flexischools balance and the Uniform Shop is unable to assist in returning that to your original payment method. Please contact Flexischools directly.*

Can I exchange items in my order?

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 and have not been washed.

If you'd like to make an exchange, please email the Uniform Shop Coordinator with your Order ID and details of what you would like exchanged. 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 for a refund and purchase the new item.

Second Hand Uniforms

How do I purchase second-hand uniforms?

Second hand uniforms are available to purchase from the Uniform Shop ONLY (not via Flexischools). All second hand items cost 50% of the equivalent new price. Viewing of second-hand uniforms is by appointment only. We do not have second hand stock of all items so please advise the Uniform Shop Coordinator of what you are wishing to purchase. Please make an appointment by emailing the Uniform Shop. In Term 2 2021, appointments can be made at the following times:

- Monday 2.30pm – 3.30pm
- Thursday 9am – 9.30am

Second hand items must be inspected prior to purchase as **returns/exchanges aren't available for these items**. Payments for second-hand items can be made by cash or EFTPOS.

Can I donate second hand uniforms?

As we have limited storage space we ask that you please contact the Uniform Shop Coordinator before donating items. If you are wishing to donate, please ensure the following things:

- The item is not overly faded, discoloured or stained (some fading and staining is acceptable)
- The tag with the size is still on the item
- Name tags have been removed or crossed off
- There are no rips, holes or tears

General

Flexischools Help:

Flexischools have a great Help & Support section on their website. If you are having trouble registering or ordering uniforms, please contact them directly.

Website: www.flexischools.com.au

Phone: 1300 361 769 Monday – Friday, 8am – 12pm

For any other queries, please contact the Uniform Shop Coordinator, Laura Suter:
uniformshop@northcross.nsw.edu.au