

# Parents Guide

Direct to Parent



## **Overview**

The Direct to Parent supply solution gives parents the ability to order Uniform and PE Kit 24 hours a day via online the SWI ordering system. Orders can be placed either online, by phone or post. We offer a school and home delivery service as well as an easy Returns System

## **How to Order**

Parents/students can place their orders:

1. Online: www.swi.co.uk

2. Phone: 0845 519 00 99

3. Post: Sportswear International Ltd, Fairoak Lane, Whitehouse Industrial Estate,

Runcorn, WA7 3DU

# **Online Ordering**



Ordering online couldn't be easier. Simply visit our website <a href="www.swi.co.uk">www.swi.co.uk</a> and select the **Parents & Schools Login** link on the right of our homepage.



New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered you can begin to order straight away.

All of the Uniform and PE Kit products will be displayed with an indication if the product is compulsory or optional.

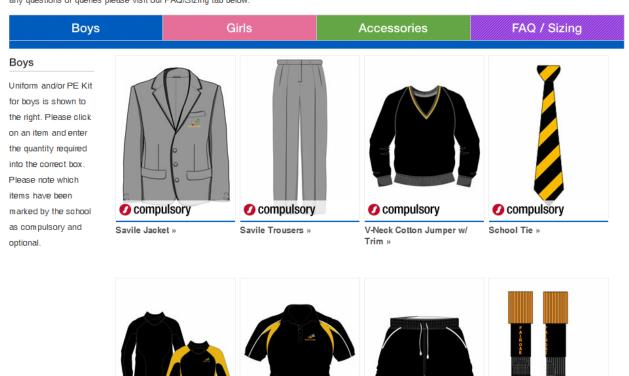
### **FAIROAK ACADEMY**

#### Important Information

Please find below tabs for each gender - to order please click on the relevant tab and select the items you require.

Please ensure you visit our accessories tab for our most recent special offers and if you have any questions or queries please visit our FAQ/Sizing tab below.





# Adding items to the basket

compulsory

Multi-Sport Shirt »

To add an item to your basket, click on the picture or the name of the product and the order form will appear.

compulsory

Vapour Polo »

compulsory

Milan Shorts »

compulsory

Sports Socks w/ lettering »





Simply type the quantity you wish to order into the green box and click the *Add to Order* button for this to be placed into the basket.

Once you are ready to process the order click onto the **Your Basket** button at the top of the screen.

# Tour Basket (6)

You will be taken to the basket page to confirm your order.

## **Your Basket**

Your purchase details are listed below.

哮 Immediate Delivery Qty Price Total Short Football Grey Court Royal 38/40 3 £8.45 £25.35 Part code: GCS043R0YA40 Tie Logo Grey Court Royal/White 54 3 £6.00 £18.00 Part code: GCS041ROWH54 VAT £6.46 Usual Delivery 2-3 Days Total £43.35 Remove Marked Items **Update Quantities** Grand Total: £43.35 (VAT: £6.46) Proceed to Checkout Continue Shopping

#### Have a question?

If you have a question regarding your order, please do not hesitate to get in touch with us.

To speak to one of our sales team directly, call 0845 519 00 99. You can also contact us via email at sales@swi.co.uk.

#### Safe and Secure

We use VeriSign SSL to ensure the safety and security of your important information.

Click onto the *Proceed to Checkout* button to be taken to the delivery option screen.



## **Delivery**

You are here: Home > Basket > Delivery > P&P > Payment > Confirm

Available delivery addresses

Please select an address:

Deliver to:

GREY COURT SCHOOL HAM STREET, RICH

Continue

If you have a question regarding your order, please do not hesitate to get in touch with us.

To speak to one of our sales team directly, call

0845 519 00 99. You can also contact us via email at sales@swi.co.uk.

## Select the delivery option and click Continue

## **Delivery**

You are here: Home > Basket > Delivery > P&P > Payment > Confirm **Delivery Details** Have a question? If you have a question regarding your order, please Available carrier options: Carrier\* do not hesitate to get in touch with us • To speak to one of our sales team directly, call **Delivery Notes\*** 0845 519 00 99. You can also contact us via email at sales@swi.co.uk. Please enter your compulsory delivery instructions. (Max 21 characters) Safe and Secure Continue We use VeriSign SSL to ensure the safety and security of your important information.

All orders require delivery notes. If the parcel is to be delivered to home these are the notes that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. Leave with in porch

If the parcel is going into school simply type the students name and click Continue

Payment can be made by Visa, Mastercard, Solo, Maestro. Unfortunately we do not accept American Express.

Once you have made payment you will be given an order reference number. Please print this page for your records.

## **Phone and Postal Orders**

The school will have paper order forms and a downloadable copy on the school website. If you wish to pay by cheque or do not have access to the internet then you can phone or post your order using the paper order form.

# **Delivery Charges**

- Orders over £70 are sent to home free of charge
- Orders under £70 sent to a home address (or other specified) incur a £4.00 delivery charge



• Orders sent to school are free of charge (see below)

# **Delivery into School**

We operate a free of charge delivery service into school every week during term time. Orders must be placed by 5pm on the Friday for delivery into school the following Tuesday. This allows parents to avoid the delivery charge and makes it easy for students to collect their order from within the school.

# **Returns and Exchanges**

Each parcel contains a returns form and the Freepost Returns address to SWI. We ask parents to obtain a proof of postage receipt from the Post Office which is free of charge. If there is an issue with the item being lost in the post we ask to see the proof of postage receipt.

We offer a 30 day refund policy. If a customer is not completely satisfied with the garment will offer a 30 refund or exchange period. To be eligible for a refund or exchange we must receive the garment back in the exact condition and packaging that it was sent out in.

# Web Helpdesk

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in then please contact the Team on 0845 519 00 99.