

# DEANES OF CHEDDAR

## BACK-TO-SCHOOL 2024

### OPENING HOURS

- Monday - Thursday: 9am-5pm (**closed 1pm-2pm**)
- Friday: Closed
- Saturday: 9am-1pm
- Sunday: Closed

### ONLINE ORDERS

You can order your uniform online at [www.deaneandsons.co.uk](http://www.deaneandsons.co.uk) and select to either have it delivered to your address (with postage charge), pick up for FREE in-store (or where agreement exists, delivered to some schools). If you place an order for collection, please bear in mind we need time to pick and pack your items. Your order will **NOT** be available for collection until you receive an email informing you that it is ready. Any orders not collected within 30 days will be automatically refunded and returned to stock.

### ONLINE RETURNS & REFUNDS

Any items bought online that you wish to return can only be processed for a refund if returned through the post and not exchanged. If you need an exchange for a different size or any additional items, please can we kindly asked to re-order the items you now need online or purchase in store. Refunds will be processed within 5 working days.

We offer you 30 days to return for a refund but 60 days to return your item for an exchange or credit note. PLEASE if you know it is not needed, please let us have it back ASAP, this way it becomes available for other customers and, you'll get your refund/exchange/credit note quicker!

If you have unwanted items either post them back to us or, alternatively drop them back to the shop. All returns must have valid paperwork enclosed in the package otherwise we will not be able to process the return.

### ONLINE ORDER COLLECTION

Once you have had the email notification that your order is ready for collection, please go to the front of the shop to request collection.

### STOCK AVAILABILITY

We make every effort to hold the stock you need; however, WE CAN NOT GUARANTEE STOCK (nor can we reserve stock and keep it to one side for anyone).

Most school uniform is "Made-to-Order" whereby we place the orders 9-10 months in advance. We can only forecast

these orders by using previous years sales figures to gauge sizes.

Each year we purchase excess of the previous year stock sales to reduce the risk of out-of-stock items. But it is unknown each year if this will be a year of "smaller" sizes or "larger" sizes. If your child may be outside the average range of sizes, we recommend purchasing earlier to guarantee stock or allow us time to attempt to order in any sizes we have sold out of, if possible.

Customers who postpone purchasing school uniform until a few days before school starts may run the risk of some items not being available.

If you have a stock enquiry, there is a facility on our website to receive a stock notification once an item becomes available again.

### STAFF WELFARE

Our staff work incredibly hard, especially through the Back-to-School season and overwhelmingly our customers are great. There have been several instances though that can ruin an employee's day/week .... Please be nice!

Verbal abuse will NOT be tolerated, either by phone or in-store. Where we feel appropriate, details will be passed to the relevant schools and if necessary, taken further. In addition, we reserve the right to refuse service to those individuals, and entry will not be permitted to the shop again. Please note that CCTV is in operation.

Please remember that School uniform is decided by each school respectively, our staff have NO input on these decisions.

### CUSTOMER SERVICE

Hopefully this info sheet will answer some of your questions, however if you need to, please feel free to contact us.

During busy times (August and early Sept) you will likely get a quicker response if you email us rather than phone. If phoning during August/Sept please note there were many occasions last year when we handled 200+ phone calls per day, so there may be a delay in speaking to someone or we may request to phone you back.

- Tel: 01934 742530
- Email: [info@deanesofcheddar.co.uk](mailto:info@deanesofcheddar.co.uk)

**Your custom is not taken for granted, we are grateful for your business, and we'll do all we can to help you. We look forward to seeing you soon.**