

At a glance — how to order your uniform



WHAT DO I NEED TO ORDER?

You will find full details of what you need for each child in each academic year on [our website](#).

Login to your account or create an account from the home page and then select “Place an order”. From your dashboard you can maintain your own account and review past orders.

By creating a profile for your child you will be presented with a list of all the items specific to your child’s gender and school year. This makes ordering quick and simple.

If you wish to take advantage of our name taping service, entering your child’s name is important. If you would prefer not to record your child’s real name you can use an alias but please do not order name tapes.

HOW DO I ORDER?

To place an order — login or create your account from our home page.

By selecting ‘Place an order’ create a profile for your child. With a child profile you have two options for ordering your uniform:

- If this is your first order, you may like us to help you order the right size: select “I need help to size my order”
- If you have ordered before and know what size you want, select “I know what size I want to order”

WHY YOU MAY NEED ASSISTANCE

The number of styles that comprise a uniform can be extensive. Due to the breadth of style range and the specialist nature of some items we have a wide range of suppliers all of whom work to their own specification; this means one suppliers’ 28” can vary to another suppliers’ 28”.

HOW DO I ORDER THE RIGHT SIZE?

STEP 1 Do you have a measuring tape? If not, please [contact customer services](#) and we can send one to you.

STEP 2 Do you know your child’s exact body measurements? If you require assistance in measuring, either

- View our [online video](#) to see how to measure your child or
- [Book an appointment](#) to attend an in-school measuring day or
- [Book an appointment](#) for a personal sizing consultation at one of our show rooms or
- [Book a telephone appointment](#) to discuss your uniform needs.

STEP 3 What measurements will I need? See our “[How to measure](#)” illustration to make sure you get all the information you need.

STEP 4 What size do I need?

- There are two ways to order - directly from the child profile screen:
- If this is your first order, let us help you order the right size and select “I need help to size my order”
- If you have ordered before and know what size you want select “I know what size I want to order”

HOW WILL I GET HOLD OF MY UNIFORM?

We will send your order to you via courier or the Royal Mail

HOW QUICKLY WILL I GET MY ORDER?

Order by 2.00pm Monday to Friday and it will leave that day. Order AFTER 2.00pm Friday and it will leave us the following Monday.*

Using our standard, royal mail, FREE delivery service it will take 3–5 working days to arrive. E.g. Order on Thursday, delivery will be between Tuesday and Thursday the following week. We will keep you informed as to when your order leaves our warehouse and if your parcel is being delivered by courier, you will receive a text message to let you know it is about to be delivered.

IS THERE A FASTER DELIVERY SERVICE?

Yes. During the OFF PEAK period which is between September 15th and the following August 15th we have a next day signed for before 12.00 noon service at a cost of £15.

During PEAK period which is from August 15th to September 15th Monday to Thursday, we have a next day signed for before 9.00am service at a cost of £40.

Please do not leave placing your order for uniform until the last minute. We use third party carriers to deliver our orders which, occasionally means we cannot guarantee next day signed for deliveries.

WHAT IF SOMETHING I HAVE ORDERED IS NOT IN MY PARCEL?

Items that you have ordered, which are not included in your parcel, will be listed as outstanding at the bottom of your receipt. Additionally you can log in to your online account and check your order status.

If you have a query please e-mail our customer service team at info@perryuniform.co.uk

WHAT DO I DO IF SOMETHING DOES NOT FIT?

If you are not 100% satisfied with your purchase (for whatever reason), please return it to us using our FREE returns service. The garments need to be in their original packaging, in the condition they were received and returned within 14 days. The quickest way to get a replacement is to immediately order the item you require online and return the item(s) not required for a return in your own time. It can take up to 7 days for returned items to reach our warehouse via Royal Mail.

TELL ME ABOUT PERRY UNIFORM—WHO ARE YOU?

A friendly family owned company with our own factory in Leeds where we manufacture key items of your school uniform. For the majority of our garments we source British cloth and we pride ourselves on providing uniform which is distinctive, smart, practical and durable – and delivered in a timely fashion.

WHAT DO I DO IF I AM NOT HAPPY?

Tell us first! Please send an email to info@perryuniform.co.uk

Be prepared, plan ahead and order early to avoid the last minute rush

**We make every effort to ensure that sufficient stock is available for prompt delivery; from time to time situations can arise that mean this is not possible. All deliveries are subject to stock availability, stock availability can vary.*