

TUDOR SCHOOL UNIFORMS

Third Party FAQ's

I have several children at different schools, how do I add extra schools during registration?

Please send us an email stating the schools you require along with your registered name and email address.

Can the family come and collect the items?

You will receive a confirmation email stating when the order is **Ready & Complete**. We ask that you please liaise with the family and send them this confirmation email so they can collect their order.

Backordered uniform items.

Sometimes orders cannot be fulfilled, we will let you know what items we do have available and which ones will be available at a later date.

I need a tax invoice.

Our system only allows us to produce a tax invoice once all items are available. If any items are on backorder, you will receive your tax invoice, via email, once the items are available, fulfilled and the order is complete.

Where can I find a Uniform Order/Price List?

Once you have registered, you will find this in the Dashboard.

Refunds & Exchanges.

You can *only* exchange like for like for a different size, it must be done within 14 days of receipt. No refunds or credit notes are issued.

I need the items ASAP.

We always do our best to push your order through, however please allow at least 3-5 days for us to receive, prepare, pick, pack & confirm your order. In January during the back to school period, this process can take up to 8 business days. Families who turn up to school or the showroom without the confirmation email, will not receive their uniform.