



Welcome to Gooddies School wear online

Dear Customer

Your online school uniform store is now live and ready for use.

Your online web address is <http://holycrossallsaints.gooddies.co.uk>.

(No need to enter www.)

You can also find a link to your store from our Website www.gooddies.co.uk.

Just click on the link Parents [Find](#) your school.

HOW IT WORKS?

We have provided your School with an online web store which displays the garments that you normally purchase from us. Parents can then log onto the web store and purchase the uniform that they require, make payment either through PayPal or Sage Pay using credit or debit cards. We will then deliver to the school free of charge in named bags or direct to parents home addresses at an extra cost.

We are not holding embroidered stock so we sweep the website twice a month on the 16th and 31st and all orders received before these cut off days will be delivered within 10-15 working days either to the school or home address as requested by each parent. The parents will be able to log in to their account at any time to check the progress of the order and once we have despatched we will email them so that they know when the order is due to be delivered.

Returns.

Parents have 14 days in which to return any items for a refund and must reorder through the web store. Items must be in their original condition unwashed and with no name tags applied. Parents must return the items with a copy of the packing slip or proof of purchase at their own cost. We recommend a parent obtains proof of postage. Refunds can take between 5-7 days to process.

Faults

We will provide the school with pre-paid bags and a returns form for parents to fill out and return any items found to be faulty.

The school can return using the prepaid bag .If the parent has proof of purchase and is within a 2 month period of purchase. Gooddies will then inspect the garment and contact the parent with our findings.