

Schoolyard Returns Policy

Please be aware that, due to changes in the way we process orders, we are no longer able to offer exchanges for uniform items that are the incorrect size.

If an item needs to be changed for a different size, the original item will need to be returned in accordance with our returns policy, and the new size must be ordered as a separate purchase.

This is due to several factors, including:

- Different sizes can have different prices, meaning a straightforward exchange is not always possible without creating a price difference.
- Orders are processed individually through the online system, so the supplier is unable to simply swap one size for another once an order has been placed.
- If you require re-delivery to your house, we currently have no process of taking payment online except through our website.

We appreciate that this may be inconvenient, particularly when a child needs a different size. To help avoid additional costs, we strongly recommend using our trying on facilities or the schools fitting events to check sizing before placing an order.

We apologise for any inconvenience this change may cause and thank you for your understanding and cooperation.

Please note: This policy does not affect faulty or damaged items, which should be reported in accordance with our returns procedure.

Returns Box

For your convenience, we provide a Returns Box located on our premises.

To use the Returns Box:

1. Complete the returns form in your order or download it from our website.
2. Place the item(s) and completed form in a sealed bag or envelope.
3. Clearly write the student's name, contact details, and order number on the outside.
4. Deposit the package in the Returns Box.

Collection and Processing

- The Returns Box is emptied regularly by authorized shop staff.
- Returns are normally processed within 5 working days of collection.
- Refunds will be made using the original payment method.

Responsibility for Items

While the Returns Box is checked regularly and reasonable care is taken to safeguard all returned items:

- Customers are responsible for ensuring that items are securely packaged and correctly labelled.
- We cannot accept responsibility for items that are placed in the Returns Box without adequate identification.
- We are not liable for items damaged due to improper packaging or for items left outside the Returns Box.

Eligibility for Returns

Items may be returned or exchanged provided that:

- They are returned within 30 days of purchase.
- They are unworn, unwashed, and in their original condition.
- All original tags and packaging remain attached.
- The item is not personalised or specially ordered, unless it is faulty.

For hygiene reasons, socks may only be returned if they are unopened and in their original packaging.

If you return items from a discounted order and your order value, then falls below the threshold for the discount we reserve the right to subtract the discount from the return total.

Faulty or Incorrect Items

In the unlikely event that you receive a faulty or damaged item we ask that you call us on 01763245911. Minor faults must be reported within 60 days of purchase. Any faults outside of this time will need to be looked into with our supplier.

Contact Us

If you have any questions regarding returns or exchanges, please contact us either by email:

sales@schoolyard.co.uk

or by phone:

01763 245911

Schoolyard Returns Form

Please complete this form and include it with your returned items.

Customer Details

Parent/Guardian Name: _____

Email Address: _____

Telephone Number: _____

Order Number: _____

Date of Order: _____

Return Details

Item	Size	Quantity	Reason for Return

Reason for return:

- ☐ Incorrect size
- ☐ Incorrect item ordered
- ☐ No longer required
- ☐ Item unsuitable
- ☐ Faulty/damaged
- ☐ Other: _____

IMPORTANT – OUR RETURNS POLICY

We do not offer exchanges.

If you require a different size, colour or item, please **return your original order for a refund and place a new order** for the item you require.

Once your return has been received and processed, your refund will be issued to the original payment method, subject to our returns policy.

Please ensure that returned items are in an acceptable condition and meet our return requirements. Items that cannot be resold may not be eligible for a refund.

Faulty Items – In the unlikely event that you receive a faulty or damaged item we ask that you call us on 01763245911. Minor faults must be reported within 60 days of purchase. Any faults outside of this time will need to be looked into with our supplier.

Customer Declaration

I confirm that the information provided above is correct and that I understand that **exchanges are not available**. I understand that returned items will be processed as a refund and that I will need to place a **new order** for any replacement items.

Customer Name: _____

Signature: _____

Date: _____

For Office Use Only

Date Received: _____

Return Checked By: _____

Refund Amount: £ _____

Refund Processed Date: _____

Notes: _____

Contact Us-

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01763245911

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