

Stitch Design

Personalised Clothing Supply



Stitch Design Ltd, Thomas House, Station Hill, Overton, Hampshire RG25 3JH
Tel 01256 771999 Fax 01256 771170
Email online@stitchdesign.co.uk
www.stitchdesign.co.uk

Welcome to the online uniform service that we have been asked to provide for you.

Our service aims to provide you with your uniform order within 2-5 working days so please take a moment to read how it operates to make sure you receive an efficient service.

How the service works:

- Register or sign in by visiting our website at www.stitchdesign.co.uk. You will need the school's postcode to register (W8 6EJ).
- Once registered please place your order and pay for it online.
- If you do not have access to the internet please contact your school office who will provide you with an order form which can be sent to us.
- All items in the shop, and their prices, have been fully approved by the school.
- An on screen sizing guide is available next to each item in the shop. We recommend checking the 'to fit' chest and waist sizes, where available, as age-based labelling is subjective and can change between manufacturers.
- Please double check your confirmation email to ensure that everything on your order is correct and contact Stitch Design as soon as possible if a mistake has been made.
- Any problems in supply will be communicated to you by the dispatch note which will be attached to the front of your parcel; in the window marked "Documents enclosed".
- If you have any problems please consult the "Instructions and FAQ's for Parents" page. Please contact Stitch Design if your problem persists.
- If you need to return any items, please contact Stitch Design. We have a team ready and able to help you.

Please note that if you are placing an order during the busy Back to School period we highly recommend you order by the middle of August to avoid disappointment. While we do aim to have enough stock to meet demand, it can fluctuate in an unpredictable way and, where items do go out of stock, you should expect it to take approximately 2 weeks for stock to be available again.

We look forward to receiving your orders.

Stitch Design Ltd.