

Direct to Parent How To Guide

Online Ordering – Getting Started

Ordering online couldn't be easier. Simply visit our website www.swischoolwear.co.uk and select either 'EXISTING PARENT? Login or NEW TO SWI?

Existing Customer?

If you're an existing SWI customer, your account and account settings will be available on the new website. The only change will be, for security reasons, we will be asking you to re-enter your password. You will only need to do this once.

Your children will be associated to their existing school.

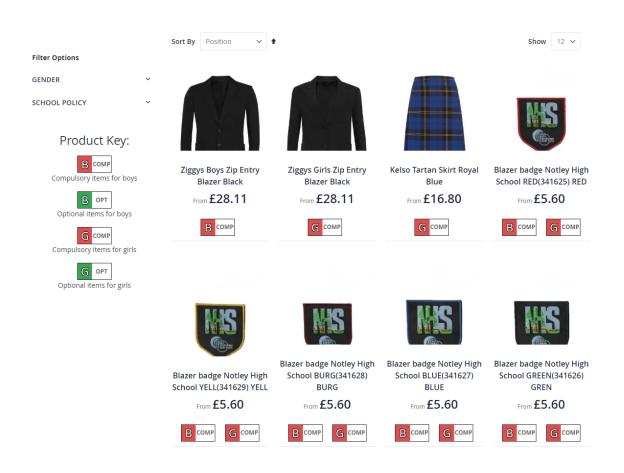
New to SWI?

New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered (and you have added students to a school) you can begin to order straight away. This is the same as the old school.

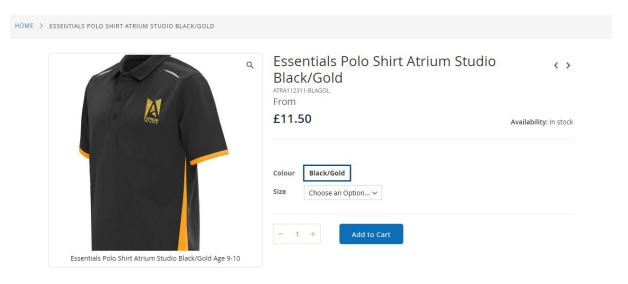
School Store

To start shopping with us, once you are logged in, you will need to click on 'School Store' in the header of the site. This page will list all of the products associated with your school.

All of the uniform and PE kit products will be displayed with an indication if the product is compulsory. To make things easier, you can easily filter the gender of the products and whether they are compulsory or optional.



To add an item to your cart, click on the picture or the 'View Product' button and you will see a page with more details and size option details. On this page you can then select the size required from the drop down menu and click *Add to Cart* button.



Simply type the quantity you wish to order into the quantity box which will automatically update. Once all items have been added to the cart click *View Cart* icon at the top right of your page.

Shopping Cart

You will be taken to the cart page to confirm your order. Quantities can be increased / decreased within this screen too.

Shopping Basket Summary Price Oty Subtotal Essentials Polo Shirt £11.50 Atrium Studio Black/Gold Shipping (Standard Delivery - DPD) £4.00 ATRA112311-BLAGOL-CH3032 Availability: In Stock £11.50 Order Total £15.50 £11.50 Colour: Black/Gold Size: 30"-32" Chest School: Atrium Studio School Student: Scarlett Hamilton / × Update Basket Continue Shopping Clear Basket Enter discount code Enter discount code Apply Discount

Checkout - Step 1 of 2

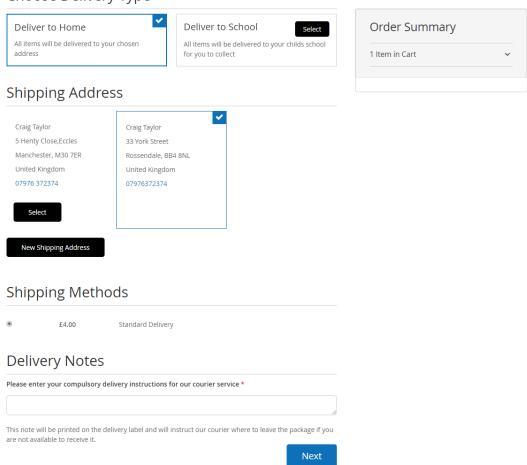
At Checkout you can select billing and delivery addresses (or select a school delivery if that is an option for you).

Delivery Notes

When the parcel is delivered to home these are the notes that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. "Leave within porch" or "Leave with neighbours". This CANNOT be an alternative delivery address.

An instruction here IS needed. Once delivery notes have been entered click onto the *Next* button to enter payment details. If you have nothing, simply put "None".

Choose Delivery Type



Payment - Step 2 of

Payment can be made by Visa, MasterCard, Solo, Maestro. Unfortunately, we do not accept **American Express.**

Click Place Order button.

Payment Method Name on Card * **Order Summary** Cart Subtotal Card Number * Standard Delivery - DPD CVV * Order Total £15.50 1 Item in Cart Expiration Date 3 Month Ship To: Use Shipping Address as Billing Address Craig Taylor 33 York Street Billing Address Rossendale, BB4 8NL United Kingdom Craig Taylor 07976372374 Craig Taylor 5 Henty Close, Eccles 33 York Street Shipping Method: Manchester, M30 7ER Rossendale, BB4 8NL United Kingdom United Kingdom Standard Delivery 07976 372374 07976372374 Select

£11.50

£4.00

Order Completed

New Billing Address

By placing an order with us you agree to the following Terms & Conditions.

Once the order is complete you will receive and order number and email confirmation.

Phone / Postal Orders

The school will have paper order forms and a downloadable copy on the school website. If you wish to pay by cheque or do not have access to the Internet then you can phone or post your order using the paper order form.

Place Order

Home Delivery Charges

- Orders over £70 are sent to home free of charge
- Orders under £70 sent to a home address (or other specified) incur a £4.00 delivery charge

Returns Procedure

In every dispatch we include a form with full details of how to send items back for a refund using a pre-paid returns label. We offer a 30 day returns policy. Full terms and conditions can be found on our website.

Web Helpdesk

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in
then please contact the Team on 01928 752610.

We also have a great FAQs page at http://www.swischoolwear.co.uk/help too.