

# **Direct to Parent How To Guide**

## **Online Ordering – Getting Started**

Ordering online couldn't be easier. Simply visit our website <u>www.swischoolwear.co.uk</u> 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.

		Sort By Position ~ 1	•		<b>Show</b> 12 ¥
Filter Options					
GENDER	~		Land		
SCHOOL POLICY	~				MS
Product Key:					(h)m
Compulsory items for boys		Ziggys Boys Zip Entry Blazer Black	Ziggys Girls Zip Entry Blazer Black	Kelso Tartan Skirt Royal Blue	Blazer badge Notley High School RED(341625) RED
В ОРТ		From £28.11	From £28.11	From £16.80	From £5.60
Optional items for boys		В СОМР	Сомр	Сомр	В СОМР G СОМР
G OPT Optional items for girls					
		MS	MS	MS	MS
		Blazer badge Notley High School YELL(341629) YELL	Blazer badge Notley High School BURG(341628) BURG	Blazer badge Notley High School BLUE(341627) BLUE	Blazer badge Notley High School GREEN(341626) GREN
		From £5.60	From £5.60	From £5.60	From £5.60
		В СОМР	В СОМР С СОМР	В СОМР	В СОМР

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.

Q	Essentials Polo Shirt Atrium Studio Black/Gold ATRA112311-BLAGOL From	< >
a Ange	£11.50	Availability: In stoc
	Colour Black/Gold Size Choose an Option Y	
	- 1 + Add to Cart	

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

Item		Price	Qty	Subtotal	Summary	
N	Essentials Polo Shirt Atrium Studio Black/Gold ATRA112311-BLAGOL-CH3032 Availability: In Stock Colour: Black/Gold Size: 30°-32° Chest School: Atrium Studio School Student: Scarlett Hamilton	£11.50	- 1 +	£11.50	Subtotal Shipping (Standard Delivery - DPD) Order Total Go To Checkout	£11.50 £4.00 £15.50
< Continue Shopping	de	Clear Ba	sket Up	rdate Basket		
Enter discount code						

#### 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 Type**

Select delivery option from 'Deliver to Home' or 'Deliver to School'. Delivering to your school is free of charge.

	Group A
Cut-off date for orders	Thursday
Delivery day to the school	Monday
Collection Day for Parents	Tuesday

#### **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

Deliver to Home	Celiver to School Select	Order Summary	
All items will be delivered to address	your chosen All items will be delivered to your childs school for you to collect	1 Item in Cart	~
Shipping Addr	ess		
Craig Taylor			
Craig Taylor	Craig Taylor		
5 Henty Close,Eccles Manchester, M30 7ER	33 York Street		
United Kingdom	Rossendale, BB4 8NL United Kingdom		
07976 372374	07976372374		
New Shipping Address	nods		
£4.00	Standard Delivery		
Delivery Notes	5		
lease enter your compulsory	delivery instructions for our courier service *		
his note will be printed on the re not available to receive it.	delivery label and will instruct our courier where to leave the package if you		
	Next		

## 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	£11.50
Card Number *		Shipping Standard Delivery - DPD	£4.00
CVV *		Order Total	E15.50
		1 Item in Cart	~
Expiration Date *			
Month ~	Year 🗸	Ship To:	
Craig Taylor 5 Henty Close, Eccles Manchester, M30 7ER United Kingdom	Craig Taylor 33 York Street Rossendale, BB4 8NL	Craig Taylor 33 York Street Rossendale, BB4 8NL United Kingdom 07976372374 Shipping Method:	
07976 372374	United Kingdom 07976372374	Standard Delivery	
Select New Billing Address By placing an order with us	you agree to the following Terms & Conditions.	Place Order	

## **Order Completed**

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.

#### **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 <u>http://www.swischoolwear.co.uk/help</u> too.