

# SCHOOLSHOP



## Parent/Guardian Update – June 2022

### Customer Handbook

This year we have produced a Customer Handbook which contains useful information to help parents with ordering uniform.

There is information on how to measure your child, care of garments, using our website, Exchanges & Returns & much more.

Your school should send you a copy via e-mail, but if you don't receive this then please e-mail [sales@school-shop.co.uk](mailto:sales@school-shop.co.uk) and we will happily send you a copy.



The cut-off date for ordering uniform online before school starts in September is:

# 29th July

If we have your order by midnight on 29th July 2022, we guarantee to deliver your order before school starts in September

[www.school-shop.co.uk](http://www.school-shop.co.uk)

### Visiting our Shop in York

Our shop at Elvington will be open throughout the Summer Holidays from 8am to 4pm Monday to Friday and 8am to 3pm on Saturdays.

We only open on a Saturday in the summer holidays, our first Saturday is 23<sup>rd</sup> July and the last Saturday will be 3<sup>rd</sup> September.

If you are planning on visiting the shop it is really important to Book an Appointment via our website.

If you arrive without an appointment we'll be very happy to see you, but you could have a wait of 30-40 minutes until we can get you squeezed in as it gets very busy in the shop during summer.

To book an appointment

[Click Here](#)

**You don't need an appointment to pick up a Click & Collect order**

### Placing orders online during Back to School

The summer Back to School period is always busy so here's a few things to consider as we get ready for summer.

- Order as early as possible, especially in the event you may need to swap something for a bigger or smaller size
- To guarantee delivery for school starting, please order by 29<sup>th</sup> July if you can
- It can take up to 2 weeks to complete your order, if you want an update please wait 10 days from placing your order, before contacting us.
- Check your Spam or Junk mail for any e-mails from us that you may be expecting