

Springwell Community College Uniform: Frequently Asked Questions received by the college

I am having difficulties in paying for uniform items

Following discussions with parents/carers in June we have set up a 'pay by instalments scheme'. When parents/carers register for this scheme we will order the items required immediately and parents/carers can then pay for them in monthly instalments. We have decided to extend this scheme so that payments can be accepted up to the end of June 2017, allowing the cost to be spread out over a ten month period. In order to register for the 'pay by instalments scheme' please contact the college and ask to speak to Julie Bedford.

The trousers ordered do not fit

During the summer term the vast majority of students had a waist measurement taken however, as you can appreciate, measuring an inside leg is not appropriate. Many students took the opportunity to try trousers on but others did not. As a result some of the lengths ordered by parents/carers have been the incorrect size. Uniform can be returned, free of charge, through the college. Please label the item clearly and bring into the college reception. You will need to contact Price and Buckland on 0115 9640827 in the first instance as they will manage the refund procedure.

Price and Buckland have sent a different size/item than I ordered

Please contact Price and Buckland on 0115 9640827, who will provide a free return postage service from your home address.

The uniform has developed a fault

To our knowledge a very small number of garments have developed a fault (2 to date). Please contact Price and Buckland to inform them of the issue and they will arrange for a replacement item.

My child was not measured for trousers so I am unsure what size to order

A number of parents/carers have asked if an additional sizing event is calendared. We have arranged with Price and Buckland that we will hold a final sizing event on Thursday 22nd September, 3.00pm-6.30pm (please let us know if you require a later time). We would encourage parents and carers to come along to ensure that the items ordered are suitable.

Despite efforts being made none of the items ordered have been a suitable fit for my child

We appreciate that all our students are different and would encourage parents/carers and students to attend the sizing event where Price and Buckland are committed to finding a suitable solution for every child.

I do not wish to pay postage and packaging

Price and Buckland offer two deliveries a month to the college and this delivery is free of charge to customers. Whilst resolving the issues faced, Price and Buckland have agreed to make more regular deliveries to the college. Please ensure you specify delivery to the college when ordering to ensure you are not charged postage and packaging.

The trousers fit on the waist but not on the leg

Stitch and Sew, in Staveley Market Place, have agreed to undertake alterations at a reduced cost.