



# PLEASE HELP OUR SHOP VOLUNTEERS TO HELP YOU!



## \*REMINDER OF OPENING TIMES FOR ORDER COLLECTION & FITTINGS

Our volunteer run shop is open at the following times during term times:

- MONDAY** - Before lessons/during registration (08:00 – 09:00)
- WEDNESDAY** – Morning break, *lunchtime* & *after school until 17:00*
- FRIDAY** – Before lessons/during registration (08:00 – 09:00)

**At least one SATURDAY** each month

(see [www.strspa.co.uk](http://www.strspa.co.uk) for dates & times & **check Saturdays before travelling** as these times are subject to change at short notice)



## ONLINE ORDERS PICK UP



Please wait to receive a “Pick up ready” email before asking your son/daughter to collect an online order. Our volunteers are in school 3 times per week (Mon, Wed & Fri) to make up orders so a good rule of thumb is that your order will be ready for collection by the next but one shop opening! **PLEASE NOTE:**

- It’s only possible to collect orders during our standard opening times\* & any extra times posted on [www.strspa.co.uk](http://www.strspa.co.uk)
- It’s NEVER possible for orders to be collected from reception

## RETURNS & EXCHANGES

It’s no problem to return or exchange products within 20 school days providing the item is still in its packaging with any tags attached, has not been worn, named or taken on any strong food or tobacco odours.

Please email us at [pauniformshop@strs.org.uk](mailto:pauniformshop@strs.org.uk) to let us know if you need to return/exchange quoting your online order number so we can confirm if any further payment/refund is due & get the products & paperwork ready for you!

## RETURN & EXCHANGE



## REPLACEMENT BLAZERS

It’s no longer possible to order replacement blazers online as 95% of those being ordered were having to be exchanged for larger sizes (on average 3 sizes larger!). We offer appointments every term time Wednesday lunchtime & after school which can be booked via <https://str-ptfa-uniform-shop.reservio.com/>. You can also drop in during other openings & we’ll help you as long as we’re not rushed off our feet!

**Making sure you order the right size saves both you & us valuable time!**

## UNSURE OF SIZE NEEDED?

If you’re unsure of what size is needed, **please don’t order 2 different sizes & then return one.** Instead, please make an appointment on a Wednesday or drop in when we’re open to try on. This will not only mean you get the right size quicker, but it will also save our volunteers unnecessary admin work & reduce the amount of online card payment fees we are charged, increasing the profits we can grant back to the school.



**2 SIZES-WITHOUT TRYING ON!**



## POU (Previously Owned Uniform)

Please email us at [pauniformshop@strs.org.uk](mailto:pauniformshop@strs.org.uk) if you’re after specific items of POU as our volunteers are very happy to check our stocks. If we’ve got what you’re after, we can send you a payment link so you can pay remotely & then collect. If we haven’t got the item &/or size, we can add you to our POU waiting list!

## FLEECE ¼ ZIPS & ODDBALLS HATS

These are NOT dealt with by the uniform shop so please direct all queries to the Sixth form student leadership team (for ¼ zips) and sports staff (for the hats).

**As a rule of thumb, any items purchased via Scopay are not dealt with by us!**

