

Back to School Handbook



A handy guide for parents, carers and guardians



STEADY - EST. 2012 -
SCHOOL & SPORTSWEAR

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Welcome

Steady Schoolwear have designed this guide to help our customers get the best from their uniform shopping experience. It includes guidance to cover some of our most frequently asked questions, and what to expect when purchasing from Steady Schoolwear.

Purchasing uniform from Steady Schoolwear can be done easily on our online shop. We recognise that buying school uniform can be a time-consuming experience and we have established a swift and efficient service to save time and stress.

your order, up until it is delivered to your chosen place of delivery.

If you prefer, you will be welcomed by our friendly team in one of our retail premises. You can find out online which store stocks your uniform.

OPENING HOURS

Monday to Friday
9:15 – 16:30

Saturday
10:00 – 16:00

Sunday and Bank
Holiday Monday
Closed

Find us at:
steadyschoolwear.co.uk

Our online system ensures you receive updates on the status of

 **Steady EAST:**
29 Holderness
Road, Hull,
HU7 8NA

 **Steady CENTRAL:**
17 Savile Street,
Hull,
HU1 3EF

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What can we do for you?

Steady schoolwear was established to address many of the problems commonly experienced by parents during the uniform buying process. We are committed to supplying exceptional quality, good value, and a friendly, efficient service.

The uniforms we supply should make your child feel comfortable. School uniform develops a sense of community and belonging and ensures everyone is the same regardless of their background.

To help achieve that, we offer:



In store, email and telephone advice and support



Experienced staff – no question too silly



A unique login online tracking system for web orders



Convenience



Free delivery to your school (school dependent) or on orders over £100



Year round uniform availability



Excellent value and quality



Trusted by our academies and schools to deliver their uniform standards



Sustainability and Impact

We strive to provide value for money, while offering quality and long lasting uniform, whilst thinking about our future world and how we can make the best choices to help look after our environment.

We work very closely with suppliers who demonstrate responsible supply chain considerations, and where they can, earn accreditation for their commitments to sustainability. By showing we care, we can help support families, our future generations and the children who wear our uniform, grow communities and contribute to protecting our planet. Feel good in your uniform and help the planet too!

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Sizing

Measuring your child accurately is the best way to ensure a good fit of their school uniform, we recommend this, particularly if this is your child's first uniform as it is always good to be prepared!

The best way to get a true fit, is to try the uniform on before buying. Using this guide will cover the basics on measuring your child for their uniform. We recommend using inches when measuring. This is an approximate guide only. Sizing can differ between garments and supplier. Suppliers can also carry different age equivalents for chest and waist sizes. Occasionally there may be a stock issue with a size or colour with a supplier. In this instance we may use a different supplier. Please be assured that we work with suppliers who offer the highest quality garments.

Age (Years)	Inch (Chest)
3-4	24"
5-6	26"
7-8	28"
9-10	30"
11-12	32"
13	34"

Chest

Waist

Hips

Height



	XS	S	M	L	XL	XXL	XXXL	XXXXL
Average Height (cm)	5'2"-5'4" (158-163)	5'4"-5'7" (163-170)	5'7"-5'10" (170-178)	5'10"-6'1" (178-186)	6'1"-6'2" (186-188)	6'2"-6'3" (188-191)	6'2"-6'3" (188-191)	6'2"-6'3" (188-191)
Chest (cm)	34"-36" (87-92)	36"-38" (92-97)	38"-40" (97-102)	41"-43" (104-109)	44"-46" (112-119)	47"-49" (120-125)	50"-52" (127-132)	53"-55" (135-140)
Waist (cm)	28" (71)	29"-30" (74-76)	31"-33" (79-84)	34"-37" (89-94)	38"-40" (97-102)	41"-43" (104-109)	44"-45" (112-115)	44"-45" (112-115)
Inseam (cm)	29" (74)	30" (76)	31" (79)	32" (81)	33.5" (84)	33.5" (86)	33.5" (86)	33.5" (86)

Garment Care

Caring for your garments can be a bit of a minefield. To help you to care for your uniform, we recommend these few tips. We hope they will help to keep your child's school uniform looking good as new, for as long as possible.

- Always check your garment labels before washing and adhere to the recommendations.
- Shrinkage can occur, particularly if a wash is too hot or the garment has been tumble dried incorrectly. Lower heats for washing and drying are recommended.
- Iron on reverse. Avoid ironing embroidered badges and printed areas. When using our Iron on labels only use on fabrics suitable for ironing and use a barrier rather than ironing directly onto the fabric. Don't attempt to iron onto stretchy fabrics.
- Fasten velcro, zips and buttons before washing. This will prevent damage to fabric and also help garments keep shape.
- Our blazers are machine washable! Once washed, hang them straight onto a hanger to dry, this will help keep their best shape.
- Place delicate items in a pillowcase or laundry bag.
- Where a wash is too hot or the machine is overfilled, bobbling may appear over the course of time; brushing the garment with a soft brush is an effective means of removing bobbled material from jumpers and trousers.
- Separate your coloured garments from your whites and consider using a detergent to suit the fabric.

Caring for your printed garment:

- **DO NOT** wash garments above 40°C
- Please use a medium cycle to wash (600-800rpm)
- Washing cycles of smaller times are recommended (30 mins – 1hr)
- **DO NOT** tumble dry – High temperatures can have a huge impact on the quality of the print
- **DO NOT** Iron
- Turn garment inside out before washing to increase print longevity
- Fabric softener – be aware it can affect the print adhesive and quality



Using our website

We have designed our website whilst keeping in mind that we would like your uniform buying experience to be as easy as possible. You can find your school on the homepage of our site. The site also details which one of our retail outlets stocks your child's school.

All the items for your school will be shown with images, description, and logo information.

You can order items from multiple schools within one order.

When you have selected all items that you require you can check out your basket. At this stage you can choose whether to create an account or check out as a guest.

Most of the year we process orders either the same day or the next working day.

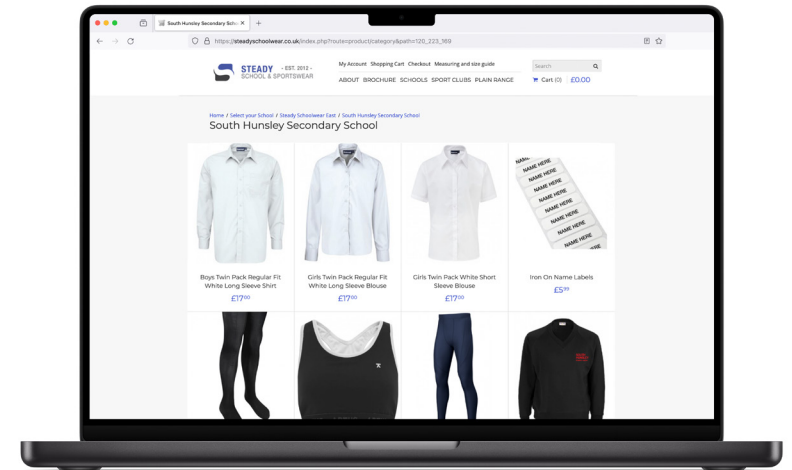
Where all items are in stock, your order will be despatched once processed or placed in your schools ship to school box for the next shipment.

Where items are out of stock or made to order (coats for example), we

ask that you allow up to 14 working days for embroidery.

During the busy back to school period – the 3rd week of July until the end of September (if a size is out of stock), we ask that you allow up to 21 days for embroidery. We will keep you notified of any delays with stock issues.

All the items for your school will be shown with images, description, and logo information.



Delivery information

We offer a range of delivery options, as follows:

- Parents are invited to place orders for free to school delivery: orders are sent to the school at the middle and end of the month. This is for schools that are opted in to the ship to school option.
- If your order is due during the school holidays, your order will be delivered during the first week of the school term; all customers will be updated on the progress of the order via the tracking system.
- Parents are invited to order online for home delivery: all orders will be processed and dispatched as quickly as possible; we aim to deliver to UK mainland addresses within 14 working days (excluding bank holidays), although often the turn-around time is considerably shorter.

We use the DPD courier service which is a next day delivery service. Please ensure you enter your address and postcode correctly when ordering.

The delivery fee for UK mainland addresses is £5.99. Delivery is free for orders over £100.



Returns and exchanges

If for any reason you are not happy with the uniform you have purchased, we are happy to accept returns within 30 days of purchase or delivery for a full refund or exchange.

If the return falls outside of this period, or the item is worn, damaged or not in its original packaging, Steady Schoolwear cannot accept the returned items and cannot give a refund. Clothing returns for refund or exchange can only be accepted if the original label / hangtag has not been removed.

Please note that all items should be in their original condition and returned to our store.

It is the customer's responsibility to ensure that the items are returned using a secure method and that the items are in a suitable condition. Refunds will be processed within 30 days of the item (s) being returned; please note that we will only refund the postage cost if we have made a mistake with the order (for example if the wrong size has been sent out.) Delivery for exchanged items will be charged at the standard rate.



A returns form can be found on our website at steadyschoolwear.co.uk.

Please print off the PDF form and complete.

FAULTY ITEMS

You can return or exchange a faulty item in store or via postal returns. Please inform us if you have received a faulty item and provide details of the fault to avoid delays with refunds or exchanges. It is the responsibility of the customer to ensure that items are returned using a secure delivery method. Steady schoolwear does not accept responsibility for the return postage of faulty items. A returns form can be found on our website at steadyschoolwear.co.uk. Please print off the PDF form and complete.

We will send you an email once we have processed your refund; please note that refunds will be processed within 30 days of receipt of the returned items. Refunds will be made via the original payment method; card payments will be transferred back to the card used.

Handy Tips

- Don't leave it too late to order your uniform. We recommend as early as possible to ensure you have all items that you need to start or return to school.



- Where possible bring your child with you. This eliminates guessing and you are welcome to try uniform in store before you purchase.



- Some of our items are made to order with your school logo. This includes coats, some fleeces, and hats. Please bear this in mind when ordering.



- The school decides their uniform policy. We cannot authorise any alternatives that deviate from the policy. You must always check back with your school for any adjustments.

- Most of our trousers and skirts have a waistband adjuster. Always fasten these evenly on both sides.
- When visiting our store please check opening times during holiday periods. Please be patient during the back to school period as we do get very busy. Appointments are not necessary.



- Telephone. We always endeavour to answer the telephone, however in periods of extreme

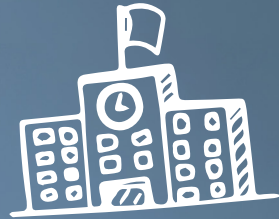
busyness, this is not always possible. We always ensure that our answer phone message contains important information for you during this time.



- If you contact us via email, please be aware that our office is not staffed on evenings and weekends.
- Out of stock products – occasionally a product may be out of stock. During busy periods

we closely monitor stock and ensure we replenish at the earliest opportunity. Where there is a supply issue, we will communicate this to you and offer alternatives where possible. If you do not see the size or garment that you want in store, speak to a member of our team. It is best to order the product at that time rather than waiting for it to come in as we are unable to reserve items.

Ordering is the only way to ensure that you will receive an item that you require.



Children with additional needs

Our staff are always on hand to advise and assist families who have a child with additional needs. We always advocate that you make contact with your child's school to discuss their needs, and whether any reasonable adjustments are required.

Uniform policies are decided by the schools and we offer advice regarding these policies. If your child requires quieter times to attend the shop, please speak with a member of staff to find out the best time for this. Additionally if you cannot see a size of the garment you require for your child's school, please ask as we can accommodate orders for sizes outside of what is stocked.

We welcome **ALL** children at our stores, please just ask a member of the team if you have any questions about uniform for your child.

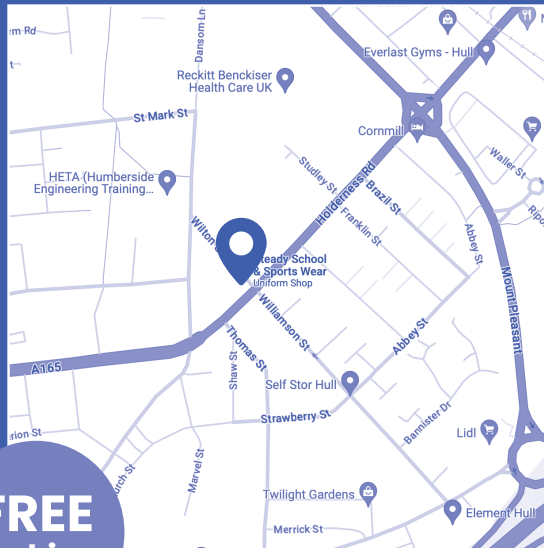
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Finally, we are always happy to help. If you have any questions regarding any aspect of your school uniform or need advice, please don't hesitate to contact us on 01482 322982 or email sales@steadyschoolwear.co.uk.

Our full terms and conditions, and data protection policies can be found on our [website](#). We are GDPR compliant.

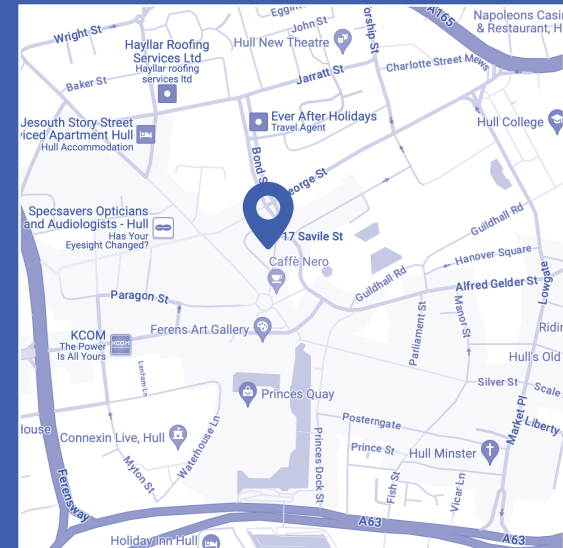
Find us at:

Steady EAST:
**29 Holderness
Road, Hull,
HU7 8NA**



**FREE
Parking**

Steady CENTRAL:
**17 Savile Street,
Hull,
HU1 3EF**



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EXIT