



# SCHOOL DAYS DIRECT

The Uniform Specialist



## FAQS - ONLINE ORDERS

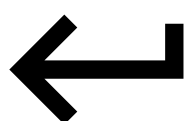


### ACCESS CODE

Each school has a unique access code, which you will be asked to enter when you click into the online store for your school.

The access code for St Nicholas CE Primary School is:- **SDDSTN**

Please keep a note of this code as this will need to be entered each time you wish to place an order. The access code will never change & can be entered in either upper or lower case.



### RETURNS

If you have placed your order online and a refund/exchange is required, please contact us at

**infoeschooldaysdirect.co.uk**, along with details of your order number, & informing us whether an exchange or refund is required. We shall then reply with a returns form which you shall need to complete and return with the goods.

Returns for online orders can either be organised by dropping off at the school, which we will collect when making our next delivery, or alternatively you can return the item(s) to our store in Taplow, Berkshire.



### DELIVERY OPTIONS

- **Delivery to School -**

Deliveries to the school are usually made on a fortnightly basis.

You will be notified when your order is ready for collection.

Deliveries to the school are free of charge.



*Please note if you choose the option of 'Delivery to School' during the School Summer Holidays, as we shall be unable to make deliveries to the school during this time, you will be notified accordingly and offered an alternative delivery option. (Please note a charge will apply for home deliveries).*

OR

- **Collect from Store -**

All orders can be collected from our store in Taplow at your convenience, & no delivery charges apply. You will be notified by email when your order is ready for collection. Subject to stock availability, store collections are usually available within 2-3 working days, however, please note during peak times this may vary.

