



Uniform shop information and ordering – COVID Orientation

Note – some operational differences currently exist due to COVID-19 restrictions. As these change, alerts will be sent out in eNews

Crestwood Public School's Uniform Shop is a sub-group of P&C. All funds raised through the shop go back to the school for the benefit of our children. We sell new clothing only. If you are looking for pre-loved items please visit the clothing pool, which is a separate entity and located near the steps to library.

Uniform Shop Opening Hours:

During Kindergarten orientation, the uniform shop will be open by appointment only. Appointments can be made through www.schoolinterviews.com.au which will be open **November 2nd at 8:00am**. Once your appointment has been booked a confirmation will be sent to your email. Due to COVID restrictions, children will not be able to try on uniforms.

How to order uniforms

Due to COVID-19 restrictions, all uniform orders are to be placed by emailing the uniform shop directly at crestwooduniforms@live.com.au

You have the option of either buying one of the value packs using the **uniform shop orientation order form**. This works out cheaper than buying individual items if purchased separately. Otherwise, you can buy individual items using the normal order form. The current uniform order form, price guide and size guide are attached for your reference.

What if I need to exchange/return an item?

Selecting the right size uniform for your child can be daunting and difficult, particularly when ordering online or via email. However, if upon receiving your items, you find the size selected was not the right fit for your child, it is easy to exchange them. ***Please note, that only unlaundered items in original condition may be exchanged/returned.*** Please see the attached for instructions to organise an exchange or refund.

Items can be exchanged in a few simple steps: 1. Please email Tina (Uniform Shop Manager) at crestwooduniforms@live.com.au to explain the issue. 2. Once an exchange has been agreed, simply place the item(s) to be exchanged in the white box at the front office marked "Uniform Shop Returns". Please include the receipt, any packaging the item was received in as well as a contact number, in case it is



necessary to contact you. 3. The new items will be available for pick up either at the next orientation session or at an alternate time as arranged with Tina.

Please note:

- Exchanges/refunds can only be actioned if within 3 months of purchase.
- Refunds/Exchanges will be given at the Uniform Shop Manager's discretion. The Uniform Shop Manager has the right to refuse a request for exchange/refund if it is deemed as unreasonable.
- There is no exchange/refund for Hats, hair accessories, stockings and socks due to health regulations
- Contact Tina Chapman, Uniform Shop Manager at crestwooduniforms@live.com.au to discuss specific concerns.

When will my order be delivered?

During orientation, orders will be available for collection from the area near the sign in tables **on Weeks 2 and 3**. Orders to existing families will be delivered to class rooms on Wednesdays and Thursdays during term time. Any order placed during the week will be delivered to your child's class on either the following Wednesday or Thursday, or at a later date as selected at the time of ordering.

Pre-loved Uniform Shop Opening Hours:

- Online ordering – email crestwoodpublicschool-uni@pandcaffiliate.org.au

Accepted forms of Payment are: Visa; Mastercard or Cheque. Cheques need to be made payable to "CPS P&C Association" (not to the school).

What is Qkr!?



If you do not want to order a Kindergarten starter pack, which offers the best value rather than purchasing items separately, the Qkr!TM app by Mastercard® is an easy-to-use mobile payment app for iPhones and Android smartphones. Parents/Carers will be able to use Qkr! to quickly and easily order and pay for school uniform items for Crestwood Public School at a time that is convenient for them.

How does it work?

Parents/Carers will be able to use the Qkr! app to view, order and pay for uniform items at any time during the week. Once you have completed the checkout process, orders will be sent to the Uniform Shop and will be delivered to your child's class on the next day of delivery.

1. Download Qkr! app from app store or google play
2. Login or sign up



3. Search for Crestwood Public School
4. Create a student profile by following the instructions. This will make sure your order gets sent to the correct child in the correct class.
5. Select Uniform Shop
6. Select a delivery date (any Wednesday/Thursday during term time)
7. Use Uniform Shop menu to find required uniform items and add them to your shopping basket
8. Complete Payment at Checkout

There is a cut-off time for orders at 5:30pm daily. Orders placed after 5:30pm on the eve of a scheduled delivery day may not be available until the following week.