

Purchasing School Uniform

FAQ's

In order to make the purchase of school uniform easier and more accessible to parents, uniform sales are now ordered online direct from our supplier, SWI. Please find below information to help with the purchase of uniform:

How do we order uniform? The most efficient way to order is online, direct from the manufacturer, SWI. Their website www.swischoolwear.co.uk and ordering is via DIRECT TO PARENTS. You can also find a direct link from our school website. On your first visit to the website you will be asked to register your details as a new user. Alternatively, you can phone them on 01928 752610 option 1.

How do I get an order form? You can download order forms from SWI or the school website.

How do we register online? Logon to www.swischoolwear.co.uk and click on the box marked "are you a new customer? Create account" this will take you to a registration form, which you complete and create a password for yourself. Click on "Complete registration" to continue. This is only necessary on the first visit to the site.

What do I do if I have a problem with the online ordering process? Call SWI on 01928 752610 or email customerservice@swi.co.uk

What is the process if your child is eligible for free school meals? If your child is eligible for free school meals, has been eligible within the last 6 years or is the child of a parent in the services please email the finance office for a uniform voucher/code, finance@highdown.reading.sch.uk. This will allow you to purchase the compulsory uniform directly with SWI. Your order can only be processed by phone, 01928 752610 option 1, quoting the voucher code once you reach the payment option. The voucher will be valid from 10 June 2022 to 9 December 2022.

How do I check which size to order? There is a sizing guide available on SWI's website www.swischoolwear.co.uk/help

How do we ensure the uniform is delivered in time for September? We recommend you place all back to school orders with SWI before **Monday 1 August 2022**. Summer orders received after this date and requested for delivery into school will be available for collection on **Monday 5 September 2022**.

To ensure deliveries before the end of term, please place all orders by **Thursday 14 July 2022 before 5pm**, this will allow time for returns to be made. Our last delivery into school will be **Monday 18 July 2022** and will recommence on **Monday 5 September 2022**. There are no planned deliveries inbetween these dates.

What are the delivery options? Items can be delivered either direct to your home address (this is subject to a small delivery charge for orders under £70) or free delivery into school every Monday for parents/students to collect from the Finance Office on Tuesday (term time only).

What happens if I need to return an item? SWI offer a 28 day refund policy if the goods are returned as they were sent out. Please post any returns via a post office using the pre-paid label with the returns form. The post office will provide you with a receipt and tracking number, which will enable you to track the parcel. Keep hold of the receipt until your return has been completed and your refund has been received. Please allow 10 working days for your parcel to arrive and refund to be processed.

How do I purchase items which are not available from SWI? Calculators, geometry sets, and lockers can be purchased online via the School Shop section of the Parentmail PMX system (the system used for dinner money). You can place an order online, pay by card then collect from the Finance Office. Alternatively, you can still purchase these items directly from the Finance Office using cash, cheque or card payments.

Should you have any further questions regarding the purchase of uniform then please do not hesitate to contact SWI, or the Finance Office at Highdown.