



HIGHDOWN SCHOOL AND SIXTH FORM CENTRE

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Headteacher:

Rachel Cave BSc. NPQH

Tuesday 19 May 2020

Dear Parents and Carers,

SCHOOL UNIFORM

School uniform is available to order online, directly from our supplier, SWI Ltd. You will be able to choose from the following options to place your order:-

Online: www.swi.co.uk and order via PARENTS ONLINE. You will be able to find a direct link to SWI Ltd from our school's website. On your first visit to the website you will be asked to register your details as a new user.

By post: send your completed order with payment by cheque or credit

By telephone: call on 01928 752610.

By fax: complete the order form, including credit card details and fax to 0845 5190055.

To guarantee delivery for September 2020, orders must be placed with SWI Ltd by Monday 3 August 2020 for home delivery. There will be a small delivery charge for orders under £70.00. Please note that due to coronavirus there will not be any deliveries into school. Please order in plenty of time to allow for any returns/re-orders if necessary to ensure that all uniform is correct for the start of term.

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 contact the finance office (finance@highdown.reading.sch.uk) for a uniform voucher/code, 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 1 June 2020 to 7 December 2020.

SWI offer a 30 day returns policy on all goods. Goods will need to be returned directly to SWI in their original condition and packaging. Items which are not in their original packaging or have any tags removed will not be eligible for a refund. If you have any discrepancies with your order, please report these within 48hrs by emailing customerservice@swi.co.uk. It can take up to 7 working days for the voucher credit to go back onto your account. Once the voucher credit has been applied you'll then be able to place a new order. Should you exceed the voucher amount, the remaining balance will need to be paid by credit or debit card. There is a sizing guide available on SWI's website www.swi.co.uk/sizing. Should you have any further questions regarding the purchase of uniform then please do not hesitate to contact us.

Yours sincerely

Dorothy Company
School Manager

