



Online Uniform sales –Returns Policy

The school is the only supplier of the official (badged) items of uniform.

- We will refund or exchange items bought from Culcheth High School within 8 weeks¹ of purchase with a valid receipt / order reference number.
- All items returned must be in a resalable condition with original labels and packaging.

To return an item:

1. Email shop@culchethhigh.org.uk and advise which item is to be returned.
2. Students should return the item to Student Services with a valid receipt/order reference number.

Within 48 working hours the return will be processed and a reimbursement will be made via the original payment method, with the exception of cash, cash payments will be reimbursed by cheque.

To exchange an item:

To exchange an item please follow the return procedure above and place a new order to purchase the replacement item.

¹ With the exception of the new year 6 students – uniform bought in June, can be returned/exchanged before the academic year starts (September)