



### **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 weeks<sup>1</sup> 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](mailto: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.

---

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