

SCHOOLSHOP



Dear Parent,

February 2024

Schoolshop are the nominated supplier of uniform for Wilmington Grammar School for Girls. We provide a dedicated website www.school-shop.co.uk where you can buy uniform online at a time to suit you. Each section displays the specific products for your individual school. This is easily accessed by the “**Find my School**” navigation on the home page. We also offer a comprehensive range of school uniform & accessories such as sport socks, shin pads & gum shields, all of which can be ordered online **ANYTIME** through our 100% secure, easy to use online shop.

Orders are usually processed the same day or the next working day in the case of evening/weekend orders and we despatch these on a standard 48hr tracked service with Royal Mail, you will receive an e-mail notification of when your parcel is due to be delivered.

During the peak summer season and particularly during the last 2 weeks before school starts it gets extremely busy, so at this time of year we ask you to allow up to 2 weeks for delivery of your order and advise you to place your order before the guaranteed delivery cut-off date which is detailed on our website as soon as schools break for summer.

Sizing guides are shown against all products, so you know that you can order the correct size for your child with confidence, or you can call us for any advice regarding sizing.

If you have any questions or concerns, please feel free to contact us for assistance. You can reach us on **01904 607331** or by email to sales@school-shop.co.uk. We are available from 9am to 4pm Monday to Friday.

Below is an easy, step by step guide of how to use the online ordering system.

1. Log onto www.school-shop.co.uk
2. On the top right there is a box titled “Find my School” start to type “Wilmington Grammar School for Girls” and this will return all matches. Click on the school name and all your products will load
3. Click on the product you want to buy. All the instructions for buying are self-explanatory. Click the back button to return to the main products or use the menu to select the next product you want to view
4. When you have chosen all the items you need, proceed to the checkout. You can either register and save your details for a future visit, or you can use the express checkout
5. We accept all major credit & debit cards and you will receive an automated confirmation of your order
6. As your order progresses you will receive e-mail updates on the status of your order, e.g. packing, etc
7. You will receive a final e-mail when your order is despatched and a further e-mail from Royal Mail to confirm the delivery date, this will be on the date of delivery usually 2-3 working days after we despatch your order (Mon – Sat)

If you require any advice please contact us on 01904 607331, alternatively you can e-mail sales@school-shop.co.uk

Yours sincerely,

Peter

Peter Dalton
Schoolshop