

Direct to Parent How To Guide

Online Ordering – Getting Started

Ordering online couldn't be easier. Simply visit our website <u>https://www.swischoolwear.co.uk/customer/account/login</u> and select Login as a parent

Registered Customers	New Customers
f you have an account, sign in with your email address.	Creating an account has many benefits: check out faster, keep more than one address, track orders and more.
Email *	Create an Account
Password *	
Protected by reCAPTCHA Privacy - Terms	

Existing Customer?

If you're an existing SWI customer, your account and account settings will be available on the new website. The only change will be, for security reasons, we will be asking you to re-enter your password. You will only need to do this once.

Your children will be associated to their existing school.

New to SWI?

New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered (and you have added students to a school) you can begin to order straight away. This is the same as the old school.

School Store

To start shopping with us, once you are logged in, you will need to click on 'School Store' in the header of the site. This page will list all of the products associated with your school.

All of the uniform and PE kit products will be displayed with an indication if the product is compulsory. To make things easier, you can easily filter the gender of the products and whether they are compulsory or optional.

	Sort By Position V	t		Show 12 ~
Filter Options				
GENDER ~		Land		
SCHOOL POLICY ~				MS
Product Key:				(Gir)m
В сомр Compulsory items for boys	Ziggys Boys Zip Entry Blazer Black	Ziggys Girls Zip Entry Blazer Black	Kelso Tartan Skirt Royal Blue	Blazer badge Notley High School RED(341625) RED
В ОРТ	From £28.11	From £28.11	From £16.80	From £5.60
Optional items for boys	ВСОМР	G COMP	Сомр	В сомь
G OPT Optional items for girls				
	MS	MS	MAS	IIS
	Blazer badge Notley High School YELL(341629) YELL	Blazer badge Notley High School BURG(341628) BURG	Blazer badge Notley High School BLUE(341627) BLUE	Blazer badge Notley High School GREEN(341626) GREN
	From £5.60	From £5.60	From £5.60	From £5.60
	В СОМР СОМР	В СОМР	В сомр G сомр	В СОМР

To add an item to your cart, click on the picture or the 'View Product' button and you will see a page with more details and size option details. On this page you can then select the size required from the drop down menu and click *Add to Cart* button.

HOME > ESSENTIALS POLO SHIRT ATRIUM STUDIO BLACK/GOLD						
Q.	Essentials Polo Shirt Atrium Studio Black/Gold ATRA112311-BLAGOL From	< >				
And the second se	£11.50	Availability: In stock				
	Colour Black/Gold Size Choose an Option V					
	- 1 + Add to Cart					
Essentials Polo Shirt Atrium Studio Black/Gold Age 9-10						

Simply type the quantity you wish to order into the quantity box which will automatically update. Once all items have been added to the cart click *View Cart* icon at the top right of your page.

Shopping Cart

You will be taken to the cart page to confirm your order. Quantities can be increased / decreased within this screen too.

Checkout – Step 1 of 2

At Checkout you can select billing and delivery addresses (or select a school delivery if that is an option for you).

Delivery Notes

When the parcel is delivered to home these are the notes that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. "Leave within porch" or "Leave with neighbours". This CANNOT be an alternative delivery address.

An instruction here IS needed. Once delivery notes have been entered click onto the **Next** button to enter payment details. If you have nothing, simply put "None".

Choose Delivery Type

Deliver to Home	Deliver to School Select		Order Summary	
All items will be delivered to your chosen address	All items will be delivered to your childs school for you to collect		2 Items in Cart	

Shipping Address

First Name *	
Lauren	
Last Name *	
Monks	
Country *	
United Kingdom	~
Address Search	
	5
Manually enter address	
Phone Number *	
Shipping Me	ethods
£4.50	Standard Delivery
Delivery No	tes
Please enter your compu	lsory delivery instructions for our courier service *
This note will be printed o are not available to receiv	on the delivery label and will instruct our courier where to leave the package if you re it.
	Next

Payment – Step 2 of

Payment can be made by Visa, MasterCard, Solo, Maestro. Unfortunately, we do not accept **American Express.**

Click *Place Order* button.

Payment Method

Name on Card *	Order Summary	
	Cart Subtotal	£51.40
Card Number *	Shipping Standard Delivery - DPD / Royal Mail	£4.50
CVV *	Order Total	£55.90
xpiration Date *	2 Items in Cart	~
Month V Year V		
Use Shipping Address as Billing Address	Ship To:	
SWI Schoolwear Scott Drive Altrincham, WA15 8AB United Kingdom	5WI Schoolwear Scott Drive, Scott Drive Altrincham, WA15 8AB Jnited Kingdom J1928752610 Shipping Method:	,
	Standard Delivery	
New Billing Address		
Yes, i would like to be kept up to date with latest news and offers from Schools and Banner Group.		
By placing an order with us you agree to the following Terms & Conditions.		
Place Order		
Enter discount code		
Enter discount code		
Apply Discount		

Order Completed

Once the order is complete you will receive and order number and email confirmation.

Phone / Postal Orders

The school will have paper order forms and a downloadable copy on the school website. If you wish to pay by cheque or do not have access to the Internet then you can phone or post your order using the paper order form.

Home Delivery Charges

- Orders over £70 are sent to home free of charge
- Orders under £70 sent to a home address (or other specified) incur a £4.50 delivery charge

Returns Procedure

In every dispatch we include a form with full details of how to send items back for a refund using a pre-paid returns label. We offer a 30 day returns policy. Full terms and conditions can be found on

our website.

Web Helpdesk

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in then please contact the Team on 01928 752610.

We also have a great FAQs page at <u>http://www.swischoolwear.co.uk/help</u> too.