Parent FAQs

Your School Uniform Shop is Moving to Total Clothing

SWi → TOTAL CLOTHING

Frequently Asked Questions

Will my current account still work?

No. Once your school has moved to Total Clothing, your SWI account will no longer be active.

Do I need to create a new account?

Yes. Once we notify you that the transition is complete, you'll need to create a new Total Clothing account before placing future orders.

Can I still return items?

Yes. You can return items for exchange or refund that are purchased from the Total Clothing website.

When can I start ordering?

You can start ordering from Total Clothing, as soon as you receive an email confirming that the transition is complete. Until then, please continue to order through the SWI website.

What happens to my existing order?

Any outstanding items from your existing order will be transferred to Total Clothing. We'll send you a new order confirmation with the remaining items.

How do I contact you if I need help?

Our Customer Service Team is here to help:

- Email us: customerservices@totalclothing.co.uk
- Call us on: 01733 394758
- Live Chat is available on our website. www.totalclothing.co.uk

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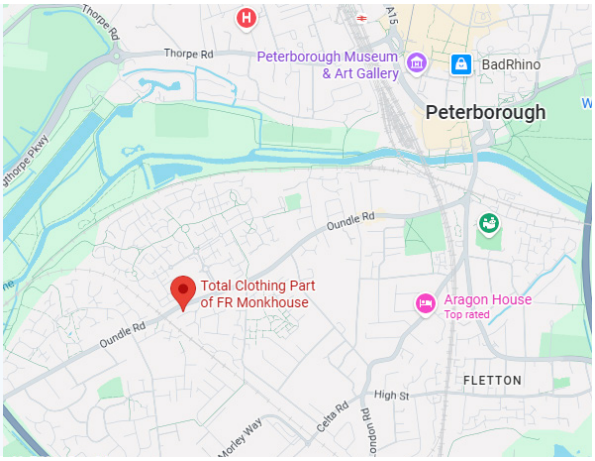
Where is Total Clothing?

Total Clothing is based in Peterborough, supporting local schools and families across the area.

Store Location:

Total Clothing,
Botolph Bridge Trading Estate,
Oundle Road, Peterborough,
PE2 9QP



Our store is easy to access, with free on-site parking and local bus routes nearby.

We offer free click and collect from the store, along with simple returns, which can be made either in store or by post.

Families are always welcomed by our friendly knowledgable team, and each school is supported by a dedicated account manager to ensure a smooth and reliable service.

Need help?

Our customer service team is here to help every step of the way.
Email: **customerservices@totalclothing.co.uk** or Call: **01733 394 758**