

Returns & Exchanges

Schoolyard Ltd makes every effort to deliver quality school wear offering the best value for money products that meet with the rigours of school life. All items are individually checked at each stage of production and are supplied with clear care instructions that should ensure a trouble-free performance.

In the unlikely event that one of our products does not meet with your satisfaction please contact us as soon as possible on **0800132988** and we will endeavour to resolve your problem as quickly as possible.

Quality Guarantee

Schoolyard's Quality Guarantee covers the following:

- Fabric flaws
- Faulty stitching to seams
- Faulty zips / straps / fastenings
- Size not as label specification
- Faulty logo decoration
- Item not as customer ordered
- Item damaged in transit

Schoolyard's Quality Guarantee does not cover the following:

- Damage through normal wear and tear
- Damage through incorrect laundering
- Damage through rips and stains caused in the playground

Returns Procedure Update

Items must be in re-sellable condition and returned within 30 days of purchase date to receive an exchange/full refund.

Please download the form below and return your items to us along with your form. This can be posted to us or placed in our returns box at the below address. Once received, we will process your return and will call you when the item(s) is ready to collect. Please note we will only hold this for 7 days. If uncollected, the item(s) will be put back into stock.

(Note: Any personalised garments CANNOT be returned)

For faulty garments - It is important that worn items are laundered prior to return. This is essential for hygiene and allows for a thorough fault assessment.

If you have a complaint regarding the quality of a product please follow the instructions below.

- 1) Call Schoolyard on 0800 132988 giving details of the product and the problem.
- 2) Download and complete Returns Form entering the order number.
- 3) Return the faulty product together with the Returns Form to Schoolyard.

After inspection and evaluation returned products that fall outside of Schoolyard's Quality Guarantee will be returned to the customer. The customer would then be charged for the replacement product.

Returns Address:

Schoolyard Ltd, Online Returns

Units 1-2, RO24, Jarman Way

Royston, Hertfordshire

SG8 5FE

Schoolyard Returns/Exchange Form

FAULTY ITEMS - In the unlikely event that you receive a faulty or damaged item, we ask that you call us on **01763 245911**. Minor faults must be reported within 60 days of purchase. Any faults outside of this time will need to be looked into with our supplier.

RETURNS - Items must be in a re-sellable condition and returned within 30 days of purchase date to receive a full refund. Please complete the form below and return with your item(s) to our in-house 'Returns' box or via post. If you are posting your items back please retain 'proof of postage'.

EXCHANGE - Items must be in a re-sellable condition and returned within 30 days of purchase date. Please complete the form below and return with your item(s) to our in-house 'Returns' box or via post. If you are posting your items back please retain 'proof of postage'. Please ensure that you note the size you require.

Schoolyard Ltd Units 1&2 RO24 Jarman Way Royston Herts SG8 5FE

Please complete this form making sure that your original Order Number appears in the box below.

Child's Name:

Order No.

**Must be entered*

Date: School:

Name: Address:

Tel No:

Email:

..... Post Code:

Exchange item for another size:

Item (Qty)	Returned Size	Required Size

Important

We will call to advise when your exchanged or replacement item is ready. We would ask that you collect within 7 days from being notified.

Return Items - please indicate the reason for return in the table below:

- a) Fabric flaw b) Faulty stitching to seams c) Faulty zip / strap / fastenings d) Size not as label specification
e) Faulty logo f) Item not as customer ordered g) Item damaged in transit h) Other (please specify below).

Item (Qty)	Colour	Size	Location of fault	Reason for return