

## **UNIFORM SHOP – REFRESH TERMS AND CHANGES IN OPERATIONS IN COVID-19 SITUATION**

### **SCHOOL UNIFORMS**



To align with the safety measures communicated by the school with reduced direct contact between children, parents and staff, **the Uniform Shop will continue to suspend all instore purchases/transactions and uniform fittings requiring physical contact until further notice.**

**The Uniform Shop will be trading fully online.**

The school is showing leniency with regards to uniforms – winter sport uniform is the preference but summer or winter, sport or official uniforms are fine too.

At the start of the term and through these changes, the Uniform Shop is usually overwhelmed with orders. The health and safety of our team and the community will always be our first priority and we need to protect our staff so we can continue to serve the school community both during, and after, the current Coronavirus pandemic. We're doing everything possible to get to your orders as quick as possible however there will be some unforeseen delays. Please be clear with your delivery selections and we very much appreciate everyone's patience.

Winter Uniforms and school items / accessories (offered according to respective seasons) can now be purchased via our Online Uniform Shop  
(<https://chatswoodpublicpandc.org.au/shop/>)

**To help with selecting the correct uniforms and items, please refer to our Product Catalogue:**  
**<https://chatswoodpublicpandc.org.au/wp-content/uploads/2020/05/Product-Catalogue-v4-Feb20.pdf>**

## **SHIPPING AND DELIVERY**

The options for delivery/shipping/dispatch of online orders have been adjusted as follows to accommodate for children returning to school:

1. Deliver to your child's classroom in the week from Mondays to Thursdays – *12am midnight cut off for same day delivery*. There will be a field in the online order for you to nominate which days your child will be at school. *Please check with your child at the end of the school day to retrieve the ordered items. If your child is not at school, we will contact you for further instructions.*
2. Australian Post Parcel Satchel with tracking delivery to a nominated address for non-bulky and fragile items up to 5kg (deliver charges apply).
  - a. *We will not be able to post bulky, non-foldable such as School Bags with this option.*
  - b. In order to protect frontline workers, Australia Post has made the decision to not ask for signature on delivery for your order effective immediately.
3. Limited pick-ups from Uniform Shop staff only on **Tuesdays and Wednesdays, 9-10am from Pacific Highway Entrance (pictured below)**. **Please ensure and observe social distancing.** *The cut-off for this option is 1pm the previous day for next day pick-up (e.g. Cut off at 1pm Monday for likely pick up on Tuesday).* Any orders after the designated time can be collected the following week. For the safety of our community and staff, please do not enter further into the school site.



*(In order to protect our staff, the Uniform Shop committee has made the decision to not ask for signature on classroom drop-off or pick-ups for your order. This is effective immediately).*

For all online orders, you will receive 2 emails, one to advise we have "**RECEIVED**" your order and the next one is when your order is "**COMPLETED**". The order will

only be dispatched according to your options chosen above when you have received the "**ORDER COMPLETED**" email. This is important as we will need time to pack the order, dependent on stock availability from suppliers and to ensure that we have it ready for dispatching. ***Please do not come to pick up or anticipate having the items delivered to your child until you have received the "ORDER COMPLETED" email.***

At most times, we endeavour and will do our very best to fulfil your orders, same day delivery (cut off at 12am midnight) or limited pick-ups within the week (*cut-off at 1pm for likely pick-up the next day, Tuesdays and Wednesdays only*) unless there are delays in stock from our suppliers.

## **RETURNS**

While our **Returns Policy** remains unchanged, due to these unprecedented circumstances and to give parents/carers peace of mind, we are extending our returns to **30 days for reasonable requests and if it meets our returns conditions**. This does not impact your rights under the Australian Consumer Law and Regulations. All refunds are to be processed using the original tender type.

Please note all return items are reviewed upon processing to ensure they meet the return conditions listed in the policy. You can find more information about our returns policy attached to the back of this newsletter or from the P&C Website:

<https://chatswoodpublicpandc.org.au/shop/policies/>

## **COVID-19 OPERATIONS**

We continue to monitor the COVID-19 situation very closely, and to operate in accordance with all NSW Health Department and Department of Education directives, health and safety advice. The health and safety of our team, children and the community will always be our first priority.

We are disinfecting all surfaces and we are also providing hand sanitizer and cleaning agents. We also request that staff wash their hands with soap thoroughly at the start of the day and then use the hand sanitizer provided regularly while in contact with stock items.

We are taking extra steps to ensure our areas are clean, hygienic environments for everyone. These measures include increasing the frequency of cleaning and sanitisation in all areas, including isolating returned items for 1 week before placing it back for resale. We are ensuring our team is supported with clear health and hygiene protocols at all times, as well as the information and support all staff need to stay at home if they are unwell for any reason.

These are sensible measures to protect our staff and communities while maintaining our essential services across schools.

If the advice from NSW Health and the Department of Education changes, we will inform you.

If anyone has any concerns or have any questions around this new arrangement, please email [uniformshop@chatswoodpublicpandc.org.au](mailto:uniformshop@chatswoodpublicpandc.org.au) or [president@chatswoodpublicpandc.org.au](mailto:president@chatswoodpublicpandc.org.au).

Stay connected with us via the school newsletter and also the Uniform Shop P&C website: <https://chatswoodpublicpandc.org.au/shop/chatswood-public-school-uniform-shop/>

***The Uniform Shop is run by the P&C with paid staff and parent volunteers. All the profit from the Uniform Shop goes back into the school for the benefit of the school community to be able to provide the wonderful programs and facilities and to purchase resources for the school. As such, to help the school community, it is always best and would certainly encourage parents/carers to buy uniforms from the Online Uniform Shop.***

Thank you to all our families for your patience, understanding and continuing support!

- Uniform Shop Committee -