

UNIFORM SHOP OPERATIONS – UPDATE (OCTOBER 2021)

Dear Parents and Carers,

We will be reopening the Online Uniform Shop on **Thursday, 14 October** and we just wanted to say thank you for your continued support in 2021. Orders placed online will only be delivered to the classrooms when students return to face-to-face learning in the following order:

- from 18 October – Kindergarten, Year 1.
- from 25 October – all remaining year groups.

In reopening, we must adhere to government mandated health measures and Department guidelines. As such, the uniform shop operations might look a little different for a while but we will be on hand virtually to help you and make your shopping experience as safe and seamless as possible. We are also guided to ensure the safety of our students, staff and community.

As communicated at the Return to School information on Monday, there will be some changes to the way the Uniform Shop will be operating in the current level of restrictions:

- Uniforms can only be purchased via our **Online Uniform Shop** <https://chatswoodpublicpandc.org.au/shop/> from Thursday 14 October 2021.
- No uniform fittings until further notice.
- To help with selecting the correct uniforms and items, please refer to our Uniform Shop Catalogue

UNIFORM CATALOGUE

<https://chatswoodpublicpandc.org.au/wp-content/uploads/2021/10/Uniform-Shop-Information-Product-Catalogue-T4Oct2021-min.pdf>

- Delivery options as follows:
 - Delivery to nominated child's **classroom** by School Office staff during school hours (**Main Campus: Monday to Thursday; Bush Campus: Tuesday and Thursday**). **We will notify the buyer via email with an "ORDER COMPLETED" email when the orders are to be delivered. Please check with your child at the end of the school day to retrieve the ordered items. If your child is not at school, you will need to contact the Uniform Shop to advise further instructions or the order may be given to the class teacher. The Uniform Shop team shall not be held liable for items lost/misplaced after the order has been handed to the child/teacher.**
 - **Australian Post Parcel Satchel** with tracking delivery to a nominated address for **non-bulky** and fragile items up to 5kg (*delivery charges apply and we will not be able to post bulky, non-foldable such as School Bags with this option*).
 - To avoid unnecessary contact, Australia Post are not asking for signature on delivery for your items at the moment. If a signature has been requested, someone will still need to be home for the delivery and the postie will ask for and record a name before confirming delivery on their handheld device and items are left at the door.

RETURNS

- **No exchanges until further notice.** All returned items will be refunded once they have been assessed. If you need a different size, style or colour of an item, then you will need to place a new order.
- All returns **MUST** be accompanied with correct **paperwork** (<https://chatswoodpublicpandc.org.au/shop/returns/>). Please print the completed form and include with the items to be returned, packed securely and appropriately. Some items are excluded from the returns policies due to specific reasons, so please choose carefully and take note of our returns policies at <https://chatswoodpublicpandc.org.au/shop/policies/>
- **Returns to be dropped off at the Main Campus or Bush Campus office.** *Please ensure that COVID-safe guidelines for public school are observed at all times when dropping off returns at the Offices.*

We usually advise 10 business days (due to items needing to be quarantined) for your request to be processed by our team from the date your return arrives back at the Uniform Shop from the Office. Due to current government restrictions and increased return volume, our online team may at times experience delays, please allow an additional 10 business days for your request to be processed. You will be notified via email once your request has been actioned. We thank you for your patience.

- It will be helpful to be clear on items required and to choose items/sizes carefully. Please be clear with your delivery selections and we very much appreciate everyone's patience. ***The school is also showing leniency with not having full uniforms for the first few days of the return to school given this present climate and restrictions.***

Please ensure you read and stay connected to all the Uniform Shop information via Uniform Shop P&C website: (https://chatswoodpublicpandc.org.au/chatswood-public-school-uniform-shop/covid-19_operations/)

As always, please do not hesitate to email us at uniformshop@chatswoodpublicpandc.org.au should you require further information or if you have any enquiries.

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

All Uniform Shop staff are fully vaccinated!

- Uniform Shop Committee -