

FREQUENTLY ASKED QUESTIONS:

GENERAL QUESTIONS / ANSWERS FOR ALL PARENTS & STUDENTS:

Can I order something from you for my son to collect? When is the best time to ring you? Will you check his size?

Yes, many parents ring or email to order items for their son. We accept payment by credit/debit card over the phone (for security reasons please do not email card details). We will get the order ready for him to collect, and are happy to do a size check or fitting if required.

The best time to phone us is in the morning, but avoiding break time (which is from 10.40-11.00) or lunch time (12.40-13.50) if possible, when the shop is very busy with students.

Can my son come in on his own, will you look after him and make sure he gets the right size? How can he pay?

Yes, most students pop in to the shop by themselves when they need something, you can be confident we will look after your son and provide what he needs. We are always happy to check the size, and we make sure there is growing room. Students can pay with their own debit card, or bring cash or cheque (payable to Tiffin Shop). Alternatively, you can phone us to make payment in advance.

What is your Returns Policy?

We are usually happy to exchange any item **on the following conditions:**

- The original receipt **MUST** be produced, we cannot accept returns without a receipt.
- It is returned promptly.
- It is in its original condition, with tags, packaging etc as sold.
- It has not been worn or labelled.

This does not affect your statutory rights

(Please note that for online orders with Beat School Uniforms, exchanges/returns/queries will need to go to them directly, as they are a separate company and not part of Tiffin Shop.)

Do you sell second-hand uniform?

No, we only sell new uniform at Tiffin Shop. Second-hand uniform is sometimes available through 'Trading Post' (Tiffin Parents' Association second-hand uniform sales).

Can I park in the school when I visit the shop?

No, sorry, parking is not permitted in the school grounds.

What happens to Lost Property?

Lost items which have been found and which are named can be collected from Lost Property (table outside the main school office). Items which are not named are kept for a short time and then disposed of – either given to charity or to 'Trading Post' (Tiffin Parents' Association second-hand uniform sales).

We would be most grateful if you would consider the environment and provide your own bags for purchases.

QUESTIONS / ANSWERS FOR NEW PARENTS & STUDENTS

How should I get my son's new uniform?

Every new boy will have a **one-to-one fitting** here at Tiffin Shop. This will ensure you get the right uniform for him, fitted correctly, and is also an opportunity for him to visit the school and get lots of information which he will need when he starts. Parents and new boys usually have lots of questions, which we are happy to answer!

We strongly advise you not to buy any new uniform items until you have attended the fitting appointment.

When do I bring him for his fitting?

Fittings are by appointment, and take place during the **summer term** before he joins Tiffin School. Please phone the shop to make your appointment.

Does my son have to attend the fitting? Are the appointments during his school day?

Yes, we do need your son to come with you to ensure he has the right sizes. Also, you will both obtain a lot of useful information when you come, which he will need when he starts in September.

The appointments do take place during the school day. We have found that primary schools are aware that their pupils may have to attend this kind of appointment, and can accommodate it.

Why do you have your appointments so long before September? What if he grows during the summer?

Firstly, because we have so many boys to fit, it takes us most of the term to see them all! Secondly, it ensures we can definitely provide your son with his blazer – although we do have a wide range of sizes in stock, if his size is not immediately available we have time to re-order for September.

We are very experienced at fittings and we do allow plenty of room for growth. If your son grows more than expected, we are happy to exchange anything you buy (see our **Returns Policy**, (3) above. For items bought at new boy fittings, we ask that any returns/exchanges be brought to us in the first half of the September term).

How do I pay for his uniform, and will we take it away with us that day?

For new boy fittings we accept credit/debit cards, or cash. You will take most things home with you, unless they need to be ordered (in which case we will arrange for you to receive them later).

How do I find Tiffin Shop?

Tiffin Shop is located in the Elmfield building. Please ask for directions at the School Office.

Where can I park?

Parking is not permitted on the School site. Please use one of the town centre car parks.

Please explain how I should label my son's things?

All labels for Tiffin School require the student's name, and the calendar year in which he starts Year 7. For example: **John Smith 18**
It's very important that **ALL** students' clothing and belongings are labelled.

(i) Labels for naming clothing and shoes:

At your uniform fitting appointment you will be supplied with a set of **iron-on clothing labels** which should be applied inside clothing (for example inside the neck of shirts/blazer, inside the waist of trousers/shorts). You will also be supplied with a set of **stick-on shoe labels**, which should be applied inside school shoes and sports shoes.

(ii) Large-size name badges for outside of kit:

Also at your uniform fitting we will order you **some large-size name badges**, these will arrive **separately at your home address**, 2-3 weeks after the fitting. These are compulsory for all students, and must be sewn on the **outside** of his sports kit and lab coat (see instructions below). They are to assist the teachers and enable a quick check that students are wearing their own kit.

They should be stitched into the outside of the following items.

WHERE TO SEW:

• **SPORTS SHIRT** – Sew badge along the bottom of the shirt, just above the red edging, on the opposite side to the “Halbro” label. NB: this shirt is reversible, it can be worn either side out, so name badges must be sewn on the plain navy side AND on the red & navy side.

• **RUGBY SHORTS** (navy) & **P.E. SHORTS** (white, navy piping) – Sew along bottom of leg, front, right side.

• **TRACKSUIT** – Jacket: Sew on right side of chest. Trousers: Sew down side of right leg, running down the thigh.

• **LAB COAT** – Sew on left side of chest, just above the top pocket.

What are the rules for schoolbags?

For new boys starting in September 2018, their schoolbags **MUST BE BLUE and plain with no logos.**

Tiffin Shop offers good quality ergonomic school backpacks which are designed in consultation with healthcare professionals to protect the lumbar region of the spine and spread the load, reducing back pain and shoulder tension. The bags come with a one year warranty.

What are House bag tags?

All students are required to have bag tags attached to their schoolbags, these are colour-coded according to which House the boy joins. To be ordered at your uniform fitting & provided on new boys day.