



EARTH UNIFORM

SUSTAINABLY SMART



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18th June 2024

Dear Claire,

The purpose of this letter is to update both you and your parents and carers about the plan to launch your school onto the Earth Uniform website. Hopefully this letter will give your parents all the information they require to be able to order your uniform and answer any queries that they have about the service.

Key Points About the Service

- Order online by visiting www.earthuniform.com
- Standard UK delivery by courier and will take up to 12 working days.
- The cost of standard delivery is £4.95 but we offer free delivery for all orders exceeding £75.
- Postage of returns are free and are accepted 30 days following purchase. To action a return, please follow the following steps.
 - Log into your account on the website <https://account.earthuniform.com>
 - Select the relevant order
 - Choose the item(s) you wish to return and submit a returns request; you will have the option to Dropping off your return with Royal Mail or they can collect from you.
- If anyone has any queries about our service, you can call the customer service team Monday to Friday (9am – 4pm) on 03332 229229 or you can email us at hello@earthuniform.com
- You are able to amend (add, remove, change) items in your order – or your whole order – during office hours on the same day your order has been placed, or during office hours the following working day after your order has been placed. After this time, changes cannot be made. changes to your order that affect the cost will need to be requested over the phone so we can accept card payment details. Please call 03332 229229 between 9.30am to 4pm Monday-Friday.

Our website is designed to make the shopping experience for all our customers quick and easy to use. Some of the key features we have are as follows:

- Guest checkout option – Parent's do not need to create an account with us, if they prefer, they can check out as guest.
- Mobile friendly – Our site is easy to use whether you are using a computer, tablet or a mobile.
- Easy returns process
- To find your school simply click on the 'Find my School' link and select your school from the list presented
- Your dedicated school page will then be brought up and you will see your school uniform as well as any other plain items that you have requested.



Products not available to buy

We work very hard to correctly forecast the demand for each product we sell but there may be times we may be temporarily out of stock. We will always allow more stock to be available and we will re stock as quickly as possible. In order to help us with this, we have a feature on our website which allows customers to register their email address and when the product is back in stock, we will email them to let you know it is available. When this feature is used, it ensures that any requests are added to our embroidery requirements list and it allows us to prioritise the embroidery of that product and so acts as an instruction to us which we then act upon.

Leaflets

Attached with this letter is a PDF leaflet that explains how our service works for all parents. These leaflets have been designed to be distributed to all parents or included in any of your new parent packs. It would be great if these can be sent to your parents or if it can be placed on your school website.

Earth Uniform and Ecologi

As sustainability and helping the planet is at the heart of what we do, we have joined Ecologi to ensure that every order on our website results in a tree being planted. It is widely understood that this is one of the best tools to tackle the climate crisis. Ecologi has an army of amazing tree planting partners who responsibly plant millions of trees a month. We will tell every school how many trees they are responsibly planting as well as the total amount of trees our service has planted.

Thank You

Finally thank you for choosing Earth Uniform we are delighted that you have decided to join us on what we believe to be a very exciting journey. We are proud to play a part of the life of your school but if there is any further information that you require, please do not hesitate to contact me on 07872 827698.

Kind Regards

Jo Beeney
Client Service Director
Earth Uniform



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