



Dear St. Edmund's Elementary School Parents,

Cambridge Uniforms is the proud supplier of the St. Edmund's Elementary School uniform. This letter provides information on how to order your school uniforms, return and exchange products, and outlines washing instructions for your uniforms.

We look forward to serving you and wish you and your children a successful year at St. Edmund's Elementary School.

### St. Edmund's Elementary School is serviced from our Welch Street Store

Address: #135-1305 Welch Street, North Vancouver, BC, V7P 1B3. Store entrance is on 1<sup>st</sup> Street.

Website: [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com)

**Online School Code: TED357**

Email: [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com)

Telephone: 604-924-9069 ext 1

Hours of Operation: Monday-Saturday 9:00am-5:30pm, Closed Sundays and Holidays



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## Placing orders for the new school year

To ensure that you receive your uniform order before the school year begins we encourage all families to purchase uniforms by July 15<sup>th</sup>.

## How to place an order

### 1. ORDER ONLINE - SCHOOL CODE: TED357

We encourage placing your order online, as this is the quickest method of ordering. Please visit our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com) to create an account.

2. **VISIT OUR WELCH STORE:** As our stores are very busy during the summer months, we ask that between May 1<sup>st</sup> and August 15<sup>th</sup> you book an appointment with us. Visit our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com) to book a fitting. Clients with appointments will be served first.

3. **CALL US:** Should you require assistance, you are welcome to contact our customer service at 604-924-9069 ext 1 to speak with a team member.

## Order processing timelines

Once your order has been placed with Cambridge Uniforms, you will receive a confirmation email detailing the items you have requested. If you do not receive a confirmation email, please contact us at [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com) to ensure your order has been received.

### During non-peak season:

1. After your order has been received, processing will take 2-3 business days.
2. After your order has been processed, shipping will take 2-3 business days. You will receive an email with your tracking number once your package has been shipped.
3. From the time we receive your order to the time the package arrives to your home, please allow for a total of 3-7 business days during non-peak season.

**Please note that processing and shipping dates are increased between August 15<sup>th</sup> and September 15<sup>th</sup> as a result of order volume. Orders placed after August 1<sup>st</sup> will be processed as promptly as possible. If your child requires special sizing or has sensitivities to fabrics please contact or visit us by June 30<sup>th</sup>.**

## If an item is unavailable/your order has been partially shipped

To inquire about the estimated delivery of an item that is on order please email [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com)

If an item is not available at the time of purchase, any outstanding item(s) will be referenced in the notes section of the packing slip. You may check the your order status on your online account at any time. Any outstanding item(s) will be shipped to your home in a second, complimentary, shipment. All orders must be paid in full at the time of purchase.



## Return and Exchange Policy

Items purchased between May and August will have an extended return/exchange timeline and are eligible to be returned until September 30<sup>th</sup>. For purchases during the remainder of the year, a full refund or exchange will be provided up to 30 days from the date of purchase. All tags must be intact and have no name written on the garment. Hosiery, ties and hair accessories are final sale for health reasons. Discontinued, sale and custom items are final sale.

Shipping charges are the responsibility of the customer for all returns or exchanges, unless the item was shipped incorrect or damaged, some conditions may apply. Prior to shipping items to Cambridge you may be asked to email a picture of the garment to assist us with your return.

All returns must have a completed Return/Exchange Form.

## Where/How to return items

All returns must follow the return policy and have a Return/Exchange Form completed with the returned items. The PDF Return/Exchange form is found on our website under Customer Care – Return Policy.

Returns can be brought directly to the Welch Street location and will be processed during your visit. Or they can be mailed to:

Returns Department, Cambridge Uniforms  
#112-2455 Dollarton Highway, North Vancouver, BC, V7H 0A2

## If you are mailing your return and exchange: Timelines/Process

Returns are processed in 3-5 business days of receipt, during non-peak times.

Once we receive your return you will be notified via email. Your receipt will be emailed to you once your return has been processed. If you have any questions regarding your return, please email [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com).

All returned or exchanged items must be checked by the Returns Department to ensure that they abide by our return policy prior to processing your request.

Please have the Return/Exchange form filled out completely to avoid delays in processing your request. Shipping charges are not refunded and are the responsibility of the client. Returned items are processed in order of their returned date. From August 15<sup>th</sup> to September 15<sup>th</sup> we receive a high volume of orders, returns and exchanges, we appreciate your patience during this time.

The quickest method for an exchange is to place a new order. You may do this by visiting our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com), entering your school code and placing a new order. The exchange item(s) can then be mailed back to Cambridge Uniforms and a refund will be issued. Shipping charges apply.



## Uniform Care

Did you know that school uniforms are worn 180 days in a school year? This is a lot of wear on an article of clothing. Our focus at Cambridge Uniforms has always been to provide durable and quality garments to our clients. How the uniform is washed plays a large role in the garments longevity. Please refer to the care tags on each garment. For further information on the care instructions, please refer to the Uniform Care Guide under the Customer Care tab on our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com).

## Feedback: We want to hear from you

We believe communication is the key to success. If you would like to share your experience with us, let us know how your uniforms are wearing, provide feedback on our customer service, offer a suggestion, ask questions about washing/caring for your uniforms, we encourage you to reach out to us.

Customer Service: [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com)

Project Manager: [bmail@cambridgeuniforms.com](mailto:bmail@cambridgeuniforms.com)

E-Commerce Operations: [ahunter@cambridgeuniforms.com](mailto:ahunter@cambridgeuniforms.com)

Founder of Cambridge: [pkoenig@cambridgeuniforms.com](mailto:pkoenig@cambridgeuniforms.com)