

Dear Parents,

The following instructions should help with your school's uniform purchasing process. Please respect the deadline of April 30th to insert your uniform request, in order to allow us to fulfil your children's orders before the beginning of the new school year. Placing the order by the deadline doesn't imply any commitment on your part since orders can be cancelled, changed or fully refunded any time before delivery, but it greatly helps us to determine your needs.

Order and delivery terms

- **The orders for the academic year 2024/25 must be submitted by April 30th 2024 on our website uniqueuniforms.ch. Families who process their order after this deadline, will not be guaranteed to receive all garments requested by the beginning of the school year.**
- Please note that, starting from April 1st, our website will only allow customers to place orders for the new school year. We kindly ask you to contact us directly at info@uniqueuniforms.ch, may you need to receive the order for the current academic year and we will ship it in 5 working days.
- Please be aware that some items, if ordered late, might be out of stock in August and will be newly available only in **November**.
- Newly enrolled students should submit their orders as soon as possible.
- All orders will be delivered to your home address the week before the start of the school year.
- During the rest of the year, our warehouse will always be well furnished to allow us to deliver uniform orders in a matter of days. In the unlikely event a garment will momentarily be out of stock, the delivery time might take up to 6 weeks.

Choosing the right size

In order to help you choose the right size, please refer to the size charts that can be found on our website by clicking on any garment or under the support menu at the bottom of the home page. Alternately, you can try on the sample garments available at your school.

Payment terms

- All orders will have a home delivery cost of 10 CHF and can be paid by credit card or wire transfer during the check-out on our website.

Size exchanges & returns

- All size exchanges and returns can be requested through our website www.uniqueuniforms.ch. Once logged in, please select the **returns manager** module and follow the simple procedure.
- Garments must be returned in perfect conditions, in their original packaging and without any fault within 14 days after their delivery. No goods or claims will be accepted after this period of time.
- Items can be returned/exchanged at your home address at a cost of 10 CHF. In case of a return, once we receive the garments, if in perfect conditions, we will either create a voucher on your account or refund you. Please note that all vouchers expire after one year from the date of issue.

Cancellation policy

All orders can be cancelled free of charge before the delivery. Please write to us to request a refund.

For any further query you might have, please contact us directly at:

Unique Uniforms
c/o ALS Swiss SA
Via Laveggio 3
6855 Stabio (Switzerland)

phone:
general information:
returns or exchanges:
information on your order status:

+41 (0)91 9945612
info@uniqueuniforms.ch
returns@uniqueuniforms.ch
logistics@uniqueuniforms.ch

UNIQUEUNIFORMS SAGL

Headquarters: Via Madonna della salute 11 – 6900 Massagno, Switzerland – Tel. +41(0)919945612

Warehouse: c/o ALS Swiss SA Via Laveggio 3, 6855 Stabio, Switzerland

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