

Frequently Asked Questions

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How do I register?

You will need to click 'New Parents Register Here' if you have not yet registered with us before. You can then set up or amend your child's details and only the items relevant to your child's section of the School will be displayed. The site will automatically select the sizes we think are most suitable and these can be added to your basket. Full details of how to shop with us can be viewed on our 'How to Shop' page.

How do I log in?

If you are a new customer please select 'New Parents Register Here' to register with us. If you are already registered with us enter your email address and password and click 'Login'.

What do I do if I forget my password?

If you have forgotten your password, click on 'Forgotten Password' underneath the password box. We will send an email to the address which you use to log in. Inside this email will be a unique link which you can use to reset your password. For security reasons this link will expire after 2 hours, and should this happen you can request another link by repeating the 'Forgotten Password' procedure.

How can I change my details?

You can amend your personal details by logging in to your account and selecting 'Edit My Details'. You can amend the details you have entered for your child by logging in to your account and then selecting your child and then clicking on 'Edit'. Measurements entered for your child can also be amended via the Family Homepage by clicking on your child's name.

Where can I see my School's Uniform Regulations?

The current Uniform Regulations for your child's School are available by clicking the **Uniform Regulations** link in the shopping page.

What can I do if the item I want to order is out of stock?

If an item which you require is currently out of stock and is showing as available for pre-order please go ahead and place your order; we will work to ensure the item is in stock and dispatched to you as swiftly as possible. If an item you have ordered is not due into stock within 8 working days of the order being placed we will email you to advise the expected in stock date.

What if I need a garment in a size which is not offered as standard?

Our size range is deliberately broad, however should you require a garment in a size that is outside of our standard range then we may be able to supply this as a Special Order. A Special Order item will be a bespoke, made to measure garment and we will charge up to 30% extra for this to cover the pattern making and one-off manufacturing premium costs we incur. Please allow up to 6-8 weeks for delivery of a Special Order garment. Once placed, a Special Order cannot be cancelled and the garment will be non-returnable for refund or exchange unless faulty. If you would like to enquire about a Special Order garment then please contact our Helpline on 0333 7000 703 and they will be happy to help.

If an item on my order is out of stock do I have to pay again for delivery when it is dispatched?

No, we only charge for delivery once per order. We do not make additional charges for dispatching items separately, from the same order, due to items being out of stock.

Why has VAT been added to my order?

We are obliged to charge all of our customers VAT where it is applicable. Some garments are zero rated at certain size levels and above those sizes VAT is chargeable. Where the garment can be shown to be only worn by someone under 14 years of age (because it is distinctly marked for a Prep School) the VAT should not be applied. If the garment cannot be shown to be only wearable in a Prep School, then VAT must be applied above certain sizes, irrespective of whether or not the child is actually in a Prep or Senior School. This is because VAT is applicable to the item, not the customer. Where an item is not distinctly marked (i.e. crested) and it is not possible to determine that the item is wearable only by someone under 14 years of age, we are obliged to charge VAT on the basis of size. On some products we choose to maintain a standard level of retail across all sizes but in these instances VAT is still payable on these sizes where applicable.

VAT is also applicable to name tags, FastTrack and to courier delivery services, including DPD.

Further information on the VAT guidelines can be found on the HMRC website.

How can I pay for my order?

We accept the following major credit and debit cards: VISA, Mastercard, Maestro/Switch and VISA Electron. If you would prefer to place your order over the telephone please contact our Helpline on 0333 7000 703 and our Customer Services team will be happy to help.

Why do I have to go through a Card Validation Procedure?

In line with many other retailers we use the 3D-Secure payment card fraud protection procedure for your additional security. If you have enrolled your payment card in your card issuer's scheme (e.g. [Verified By Visa](#), [MasterCard SecureCode](#)) you will be asked to enter your password during checkout. For more details please contact your card issuer.

How do I know that my order has been submitted?

If your order has been submitted you will be taken to an order confirmation page showing your order reference number and the items ordered. You will also receive an email confirmation of the order.

Can I cancel or change an order once it is placed?

If you wish to cancel or amend an order then please contact us as quickly as possible, and we will do our best to comply with your request. Please note however that once your order is in progress it is not possible for it to be amended or cancelled.

Can I change the name tag details once my order has been placed?

We will do our best to amend the details on your name tags as long as your order is not in progress by this time. Unfortunately we are unable to amend name tag details once your order is in progress. The name tag details you provide are also included on your order confirmation email.

How do I add to my order once it is placed?

Unfortunately once an order has been placed we are unable to add items to it so a new order will need to be placed for any additional items required. We will do our best to combine the orders and ship them together wherever possible.

When will I be charged for my order?

We do not charge for an order at the time the order is placed; we only take payment for items once they are dispatched.

How long will my order take to be processed?

Orders are dispatched within 5 working days although we do aim to dispatch orders more swiftly than this wherever possible. We will email you to let you know when your order has been dispatched and which delivery service has been used.

Can you leave my delivery at my address if I am not in to receive it?

If we have used our courier service for your delivery then you will be advised by text or email of a 1 hour delivery time slot during the next business day. If you will not be at home at that time you will be given the option to either request that your parcel is delivered to a neighbour or alternatively reschedule your delivery to a more convenient day.

Can I request the date and time of my delivery?

Unfortunately we are not able to request delivery on a specific day however if we have used our courier service for your delivery you will be allocated a 1 hour delivery time slot between 8am and 6pm the next business day.

How long will my delivery take to arrive once dispatched?

The time taken for your order to be delivered to you once dispatched will depend upon the delivery service used and the destination. Orders shipped within the UK by our courier will be delivered the next business day. Smaller orders will be sent via Royal Mail 1st Class Post. Orders shipped outside of the UK are sent via DPD Classic or DPD Express and will take approximately 4-6 business days.

What if I need to return an item?

Items can be returned to us for an exchange or refund within 28 days of purchase, provided that they are unworn and in their original condition and packaging complete with all labels. For hygiene reasons we are unable to exchange or refund gumshields unless faulty. Please enclose a completed returns form, which is provided on the tear-off section of your dispatch note which you received with your order. If the value of the item which you have returned for exchange is greater or less than the value of the new item requested, we will automatically charge or refund the difference to the payment card originally used to place the order.

Do I have to pay to return items?

Returns made from within the UK are free of charge. Items being returned can be sent back to us in the resealable bag in which you

received your order or in the bag provided with boxed orders, using the Freepost label on your dispatch note which was also enclosed.

Will my replacement items be name tagged?

Providing you requested name tags on your original order, any replacement items will be sent complete with tags.

How long will it take for my return to be processed?

Please allow 5 business days for your return to be processed. We will email you to let you know that your items have been exchanged or refunded. PLEASE NOTE; Returns from FastTrack orders will be processed within the normal 5 business day timescale.

What if I want to return an item from an order shipped outside of the UK?

We do not offer a free returns service for orders which are shipped outside of the UK and you will be responsible for the cost of returning an item to us. We are unable to exchange items shipped outside of the UK so if an alternative item is required then a new order must be placed which will include International postage. Items which are not required can be returned to us for a full refund provided that they are unworn and in their original condition and packaging complete with all labels.

Do I have to pay for name tags?

During checkout the correct number of name tags to label your items will be added to your basket. Name tags are supplied in multiples of 12: the first 12 cost £2.50 and each additional 12 costs 50 pence. If you purchase name tags with your order we will sew them into your items free of charge.

Do I have to pay for delivery?

Delivery on orders under £20 in value is free of charge. Postage charges for larger orders are dependent on order value as these are sent via a registered and traceable service. Some Schools also offer Free Delivery to School and if this is available for your School then this option will be shown when you select your delivery address. Please note this is not available for all Schools. Separate charges apply for delivery to addresses outside of the UK.

Postage charges are shown in the table below;

ORDER VALUE (£)	COST OF SHIPPING (£)
Under £20	£0
Over £20 and under £50	£2.50
Over £50 and under £150	£4.99
£150 and Over	£5.99
Channel Islands under £30	£5
Channel Islands over £30	£45
BFPO Deliveries	£15

Do you deliver to BFPO addresses?

We are able to deliver orders to BFPO addresses. Please select this option when entering the delivery address. The postage charge for this service is £15.00

Can I send my order to an address outside of the UK?

We ship orders outside of the UK using DPD Classic and DPD Express. The cost of delivery and the approximate delivery timescales are shown below:

DESTINATION	COST OF SHIPPING (£)	TIME TAKEN
EU	£60	4-6 days
Rest of World	£125	4-6 days

PLEASE NOTE that in addition to the above, customs taxes or charges may be payable in some countries. This will be at the discretion of the local Customs Authority and neither Schoolblazer nor DPD can be held responsible for these.

What is the FastTrack delivery option?

FastTrack is an express delivery service offering same day dispatch to UK addresses for orders placed before noon on the day of ordering. FastTrack orders will be given the highest priority and are supported by a dedicated team. Any FastTrack orders placed after noon, at the weekend or on Bank Holidays will be dispatched on the next business day.

PLEASE NOTE: The FastTrack delivery option is not available during our January sale period.

How much does FastTrack delivery cost?

All FastTrack orders will be subject to an additional charge on top of the standard postage cost applicable to the order.

Can I order name tags if I choose FastTrack delivery?

As FastTrack is an express delivery service, name tags will not be sewn into garments. However they will be supplied loose with your order should you wish to purchase them.

How will my FastTrack order be delivered?

All FastTrack orders will be dispatched via DPD Next Day, a 24 hour delivery service for delivery the next business day, and will need to be signed for upon receipt.

I found a website which claims to offer a Schoolblazer discount code but it does not work. Why is this?

Schoolblazer does not issue publicly available promo codes, discount codes, coupons or voucher codes. There are a number of websites that claim to possess Schoolblazer Promo Codes, Discount Codes, Coupons or Vouchers, but they do not. These websites are not associated with Schoolblazer in any way. They trick you into visiting their website by offering non-existent discount codes and once you have accessed their site they make money by showing you other advertisements or asking you to sign up to a mailing list. We strongly recommend that you avoid visiting these sites. Genuine Schoolblazer Voucher Codes are only issued in specific circumstances and only through schools or our Customer Services team.

If you would like to contact us or need further assistance, please call our Customer Services Team on 0333 7000 703 or get in touch through our [Contact Us](#) page. Our Helpline is open from 9am until 8pm Monday to Friday and 9am until 5.30pm on Saturday.