

Meopham School

A Member of Swale Academies Trust

Trust Principal: Mr J Whitcombe MA
Executive Headteacher: Mrs S Dickinson BA (Hons) NPQH
Head of School: Ms K Girling BSc (Hons)



Wrotham Road Meopham Kent DA13 0AH
Tel: 01474 814646
Website: www.meophamschool.org.uk

M&S School Uniform

29th June 2021

Dear Parents and Carers

We are excited to announce that you are now able to order Meopham School uniform from Marks and Spencer. Please see the information below which contains all the details for this service.

Please note that M&S does not replace our local supplier, The Sewing Shop.

From today you can order all school uniform items online. M&S are also offering a 20% discount on any school uniform orders between 6th July 2021 to 3rd August 2021.

Key Points about the Service

- Order online by visiting www.mandsyourschooluniform.com
- Order by phone on 0333 014 8418 (9am-5pm Monday to Friday, 9am-4pm Saturday)
- M&S YSU is available for direct delivery to any UK address only. Customers cannot order, collect or return any of the Your School Uniform products at M&S Stores
- Standard UK delivery (3-5days) £3.50: express delivery £4.95. (*Express delivery is unavailable during August or September or over bank holiday weekends*)
- All orders of £30 and above receive free standard delivery.
- All returns are free using a returns label provided via the Post Office and cannot be returned to M&S stores*

*Full T&Cs and details available at mandsyourschooluniform.co.uk

- Guest checkout option – you do not need to create an account with us, if you prefer, you can check out as a guest.
- Mobile Friendly – Our site is easy to use whether you are using a computer, tablet or mobile.
- Easy returns process – Every order comes with a bag and shipping label for customers to return without any cost.
- Improved website search – Search by colour, size, item, or school.

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Because the website uses the latest Microsoft technology, please note that this website is best accessed through either Google Chrome or Microsoft Edge when using a computer to log on to the site. Anyone trying to access the website via Internet Explorer may encounter problems as Microsoft no longer supports this browser.

To find Meopham School on the website simply click on the link and select 'Uniform by School' then select 'Kent', then select 'Meopham School' from the list presented.

The dedicated school pages will display the items with our school logo applied, as well as any other plain school uniform items.

Alternatively, you can shop the 'Plain Uniform' sections on the website where there is a range of best-selling trousers, skirts, shirts, and blouses plus some new items like Storm Dri coats, long sleeve polo shirts, hoodies and our new specialist sports range. There is only a limited amount of stock of items on this site, however the full range of M&S school wear can be found on M&S.com and in stores throughout the peak school wear season.

Summer Promotion

Good news! M&S are pleased to confirm that they will be offering a fantastic 20% off all uniform excluding accessories on the M&S Your School Uniform website. Sales prices apply at checkout. **This will run from 6th July 2021 to 3rd August 2021.** There will also be a promotion running in stores and on M&S.com offering 20% discount on all core school uniform across the same dates.

Delivery

All orders over £30 will receive free standard delivery.

Due to the huge demand expected over the summer, please can you place your order before the end of July. M&S are unable to ensure any uniform ordered after this time will be delivered in time for the new school year. The Next Day Delivery option is not available during August or over bank holiday weekends.

Products not available to buy

If a product is not available customers will see a 'NOTIFY ME WHEN BACK IN STOCK' message. Directly below this, customers are asked to leave their email address in order to be told when it is back in stock. When this box is completed, it ensures the request is added to an embroidery requirement list and will prioritise the embroidery of this product.

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Incomplete Orders Sent

Very occasionally, during peak selling times, it is possible that 2 orders will be placed for the same product at the same time. The system can therefore permit both orders to go through even though there is only 1 product available. If this does occur, the product will be assigned to one customer and the other customer will receive their order minus this product.

In these instances, the customer will be contacted by M&S and fully refunded for the item. Your interest will be registered for the product and you will receive an email when it comes back into stock. You will also be given a code that will give free postage for that order.

Dedicated Customer Services Teams

A Customer Services Team will be able to assist parents with all aspects of the service including ordering uniform, queries relating to returns and refunds as well as all other general enquiries.

Customer Services Team : 8am to 4pm daily

Call: 0333 014 8418

Email: YSU.school.query@customersupport.marksandspencer.com

Yours faithfully

Mr T Payne
Student Services