

# SCHOOL UNIFORM HANDBOOK





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## LONGHILL PRIMARY SCHOOL UNIFORMS





## HOW TO MEASURE YOUR CHILD

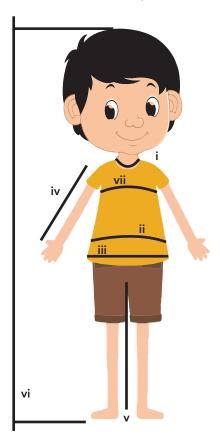
## BOYS

COLLAR (i) Measure around the neck where shirt collar fits

WAIST (ii) Measure around the waistline over any under garments

## HIPS (iii)

Measure around the fullest part



SHIRT SLEEVE (iv) Measure from top of arm to furnished length of sleeve

LEG (v) Measure from the crotch to the desirerd trouser length

HEIGHT (vi) Measure from the top of the head to the floor while standing upright

CHEST (vii) Measure around the fullest part of the chest - under the arms and over the shoulder blades

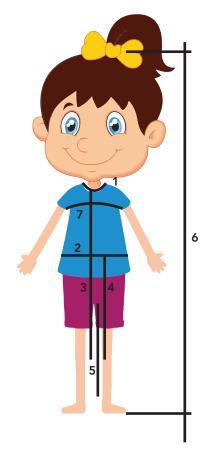
## GIRLS

COLLAR (1) Measure around the neck where shirt collar fits

WAIST (2) Measure around the waistline over any under garments

## DRESS LENGTH (3)

Measure from nape of neck to length required



SKIRT LENGTH (4) Measure from middle of waist to length required

LEG (5) Measure from the crotch to the desirerd trouser length

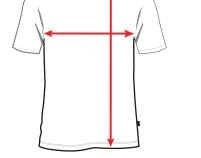
HEIGHT (6) Measure from the top of the head to the floor while standing upright

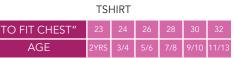
CHEST (7) Measure around the fullest part of the chest - under the arms and over the shoulder blades

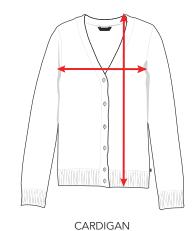
TO FIT CHEST" AGE

## SIZE GUIDE









CHEST

POLO

-ENGTH

TO FIT CHEST"

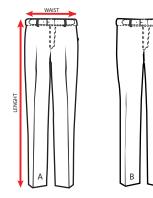
AGE

AGE

FLEECE								
TO FIT CHEST"	25	26	28	30	32			
AGE	3/4	5/6	7/8	9/10	11/12	13		

MISTRAL JACKET

TO FIT CHEST"	25	26	28	30	32	34
AGE	3/4	5/6	7/8	9/10	11/12	13



TROUSER

TO FIT CHEST"	20	21	22	23	24	25	26
INSIDE LEG	15	16	17	18	20	22	23
AGE	2/3	3/4	4/5	5/6	6/7	7/8	8/9









## **UNDERSTANDING SYMBOLS**

## The following guidelines will help you gain longevity from your garment.

### WASH CARE SYMBOLS Wash at 40°C. Do not bleach. Warm iron if needed (150°C maximum). SKIRTS/ TROUSERS/ Higher temperatures will cause Do not tumble dry pleated If you want to improve the creases, use a PINAFORE/ shrinkage, affect the colour or garments as the pleats will steam iron or a clean damp cloth, with a weaken the fibres disappear. regular iron. SHORTS For best results simply drip dry Do not iron on top of Print or Embroidery Wash dark colours separately. after washing. directly, please iron on reverse side. Avoid strong fabric conditioners as they can break the fibres. Never use a hot iron directly on the garment. WASH CARE SYMBOLS Ironing is not necessary for these products. Do not bleach. SPORTS SHORTS/ Wash at 40°C. However if you still want to iron, use a cool TRACK PANTS/ Higher temperatures will cause These products will dry very iron setting (110°C maximum). PE POLO SHIRTS shrinkage, affect the colour or quickly, if left to dry naturally, weaken the fibres. but if you want to do tumble dry, Do not iron directly on the garment, place a please do it in cool / lowsetting clean damp cloth between the garment and Wash dark colours separately. & remove promptly. the iron Remove promply. Drip dry after washing. Do not iron with excessive heat as this Avoid strong fabric conditioners. makes the fabric brittle. Do not iron on top of print or Embroidery directly, please iron on reverse side. WASH CARE SYMBOLS SHIRTS - BLOUSES Can be machine washed on a Do not bleach. With these garments ironing is not always necessary, if it is hanged during drying after Gentle / polyester / easy care / These garments can be tumble 65% Polyester, washing delicate setting, with upto 40°C. dried on a cool/lowsetting. 35% Cotton weave However if you still want to do ironing, Avoid strong fabric conditioners. If the temperature is higher the change the setting to synthetic/cool iron Wash dark colours separately. fibres can be damaged and (110°C maximum) and do iron. shrinkage may occur. Ironing will be easier if the garment is slightly damp. Do not iron on top of print or Embroidery directly, please iron on reverse side. WASH CARE SYMBOLS Knitted fabrics 100% acrylic; Turn the garment inside out before Do not bleach. NEVER iron on the face fabric of the washing, to reduce the loose fibres garment, as it will change the appearance of combinations of : wool/nylon, Do not tumble dry, the fabric adhering to the outer surface of other the garment and cause shine. wool/acrylic, wool/polyester can be damaged and the neck, garments welt and cuffs can lose their Always iron the inside f the garment. (jumpers, cardigans, scarves & Use Cool 30°C washing with gentle / elasticity. hats); cotton/acrvlic; delicate / wool setting, with a short cotton/polyester; cotton/nylon Always dry FLAT and Dry in spin. the shade (direct sunlight will

SHOE CARE - BLACK

Simply remove excess dirt with a cloth and / or a brush and apply the cream shoe polish never liquid shine evenly to your shoes.

Always wash the garment separately,

or with similar colour garments. Use only mild detergent if required. Some fabric conditioners may harm the garment fibres thereby increasing

Make it a point to polish your shoes once in 2 days to restore the appearance of your shoes.

pilling

- Store your shoes using a shoe tree, this will help the shoe retain its shape.
- If you don't have a shoe tree, stuff the toe cap with newspaper or tissue.

Never store shoes near direct heat.

\* KINDLY NOTE THAT ANY PRINTS / LOGOS / EMBELLISHMENTS MUST NOT BE IRONED ON DIRECTLY BUT INSTEAD ON THE REVERSE.

harm the garment).



## **GETTING STARTED**

## To place an order through our website

\*please visit www.csenterprises.co.uk

- \*Click on School and Club and then choose your child's school. This will bring you to th page displaying the uniform relevant to the school.
- \*If you have an account then please log in using your credentials or alternatively proceed to create an account which can be done in a few simple steps.
- \*Once you have logged in option you will directed to the full uniform list of the school where you can browse each uniform item and select the sizes you wish to order.

### Step 1 - Measuring your child

This is a vital step in order to determine the correct size to order We have suggested below some few simple steps to follow in order be certain that you order the most appropriate size. Following this will probably save you time in the long run as you'll receive the right size first time. You can simply click on I want to measure section on our website for simple guide on how to measure.

### Step 2 - Know what you need to order

- Simply refer to the above guide for information on the uniform relevant to your child's school. Once you have entered the with your login details you can simply choose the product, its color (if applicable), size and quantity and add this to the cart.
- Once you have completed this process please proceed to checkout.
- At checkout, you will be presented with options of deliveries. Once you have chosen your relevant option you will be directed to a payment link where you can make your payment using any of the major debit or credit cards. This would complete your purchase.
- Upon completion, you should receive an automated email with the order details and your respective invoice.

### **Customer Service**

We love to speak to you. We take customer service as a very serious part of our existence. Our lines are open Monday to Friday 9am - 5pm, (excluding bank holidays) when our experienced team of school uniform advisers will be able to help you. Outside of this time please email us at admin@csenterprises.co.uk. However we highly recommend that for a quicker resolution you kindly email us on admin@csenterprises.co.uk with your query and the order details if any. As you may appreciate that during the peak sales period it the phone lines maybe busier than usual and your query may require looking into various aspects to achieve resolution. This will save you from a longer waiting period and us to be achieve our deliverable quicker.

### **Stock Availability**

Stock levels can fluctuate through the year. Whilst we endeavor to have all items in stock at all times, unforeseen demands can mean that an item is temporarily out of stock, particularly in the busy back to school period at the end of August. If any items are temporarily out of stock you will be able to still place your order which would go onto our automated back order system. We make every effort to carry enough stock to meet all orders, however, some sizes will sell out faster than others. In the unlikely event of this happening our telephone team will always aim to have these produced as soon as possible and advise you on the expected delivery date

### Payment

We accept most major credit and debit cards including Mastercard, Maestro/Switch, Visa, Visa Delta, Electron and Solo as well as cheque. If you pay by cheque your goods will not be sent until funds have cleared in our account which can take an additional 10 working days. With prior agreement, you may also pay by bank transfer and kindly email a copy of the transfer to finance@csenterprises.co.uk along with your requirements and the same will have a sales order generated upon receipt of cleared funds.

### Delivery

During the busy back to school period we try to achieve a 7-day dispatch though this is subject to stock availability. Stock levels fluctuate significantly between the last week of August and the first week of September - to be safe plan ahead. For full details of our delivery options please visit our courier delivery page.

Delivery options vary based on arrangements with the schools. Kindly see our website for the options available for your school

### **Returns Policy**

If the Goods are defective, incorrect or damaged on delivery, please notify us as within 24 hours of receiving the delivery by emailing to **returns@csenterprises.co.uk** 

For a full returns policy and process kindly visit our website and click on returns@csenterprises.co.uk