



**sportswear international**

sportswear  uniforms  teamwear

# Parents Guide

Direct to Parent



## Overview

The Direct to Parent supply solution gives parents the ability to order Uniform and PE Kit 24 hours a day via online the SWI ordering system. Orders can be placed either online, by phone or post. We offer a school and home delivery service as well as an easy Returns System

## How to Order

Parents/students can place their orders:

1. **Online:** [www.swi.co.uk](http://www.swi.co.uk)
2. **Phone:** 0845 519 00 99
3. **Post:** Sportswear International Ltd, Fairoak Lane, Whitehouse Industrial Estate, Runcorn,WA7 3DU

## Online Ordering

The screenshot shows the Sportswear International website homepage. At the top, there is a navigation bar with the SWI logo and the text 'sportswear international sportswear uniforms teamwear'. To the right of the logo, there are links for 'Accessibility | Help | Parent/School Login' and a phone number '0845 519 00 99'. Below the navigation bar, there is a search bar with the text 'Your basket is empty.' and a 'GO' button. The main content area features a large banner with the text 'Uniform, Sportswear and Teamwear' and a photograph of a man and a woman wearing red and black sportswear. Below the banner, there are four sections: 'School Uniform & PE Kit', 'Teamwear', 'Parents / Schools Login', and 'Essential Guide 2011/12'. Each section has a corresponding image and a brief description.

**Uniform, Sportswear and Teamwear**

[School Uniform & PE Kit »](#)

[Teamwear »](#)

[Parents / Schools Login »](#)

[Essential Guide 2011/12 »](#)

**School Uniform & PE Kit »**



If you are looking for a new Uniform or Sportswear range for a School, University or Team, browse our recently extended product range; from our popular core garments and new S-enduro range through to our widely acclaimed S-cut and S-tec ranges.

**Teamwear »**



Our teamwear range is bigger and better than ever before. From our core team range through to branded clothing and S-tec, our own technical sportswear.

**Parents & Schools Login »**



Login to our online ordering system for Parents & Schools and buy your school uniform and PE kit. Dont have an account? [Click here to register.](#)

Ordering online couldn't be easier. Simply visit our website [www.swi.co.uk](http://www.swi.co.uk) and select the **Parents & Schools Login** link on the right of our homepage.



New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered you can begin to order straight away.

All of the Uniform and PE Kit products will be displayed with an indication if the product is compulsory or optional.

## FAIROAK ACADEMY

### Important Information

Please find below tabs for each gender - to order please click on the relevant tab and select the items you require.

Please ensure you visit our accessories tab for our most recent special offers and if you have any questions or queries please visit our FAQ/Sizing tab below.



### Boys

Uniform and/or PE Kit for boys is shown to the right. Please click on an item and enter the quantity required into the correct box. Please note which items have been marked by the school as compulsory and optional.

 <b>compulsory</b> Savile Jacket »	 <b>compulsory</b> Savile Trousers »	 <b>compulsory</b> V-Neck Cotton Jumper w/ Trim »	 <b>compulsory</b> School Tie »
 <b>compulsory</b> Multi-Sport Shirt »	 <b>compulsory</b> Vapour Polo »	 <b>compulsory</b> Milan Shorts »	 <b>compulsory</b> Sports Socks w/ lettering »

## Adding items to the basket

To add an item to your basket, click on the picture or the name of the product and the order form will appear.



**Pulse Micro Fleece**

**Colour:** Black/White

**Product Code:** FAO409

**Sizing Info:** Tops are measured according to chest size in inches.

Sizes	22/24	26/28	30/32	32/33	34/36	38/40	42/44	46/48	50/52
Quantity	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Available Stock	1	1	1	1	1	1	1	1	1
Price	£0.01	£0.01	£0.01	£0.01	£0.01	£0.01	£0.01	£0.01	£0.01

✔ Add to Order

Simply type the quantity you wish to order into the green box and click the **Add to Order** button for this to be placed into the basket.

Once you are ready to process the order click onto the **Your Basket** button at the top of the screen.

### **Your Basket (6)**

You will be taken to the basket page to confirm your order.

### Your Basket

Your purchase details are listed below.

<input checked="" type="checkbox"/>	Immediate Delivery	Qty	Price	Total
<input type="checkbox"/>	Short Football Grey Court Royal 38/40 <small>Part code: GCS043ROYA40</small>	<input style="width: 40px;" type="text" value="3"/>	£8.45	£25.35
<input type="checkbox"/>	Tie Logo Grey Court Royal/White 54 <small>Part code: GCS041ROWH54</small>	<input style="width: 40px;" type="text" value="3"/>	£6.00	£18.00
			VAT	£6.46
Usual Delivery 2-3 Days			Total	£43.35
<span style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 10px;">Remove Marked Items</span> <span style="border: 1px solid #ccc; padding: 2px 5px;">Update Quantities</span>				
<b>Grand Total: £43.35 (VAT: £6.46)</b>				
<span style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 10px;">Proceed to Checkout</span> <span style="border: 1px solid #ccc; padding: 2px 10px;">Continue Shopping</span>				

#### Have a question?

If you have a question regarding your order, please do not hesitate to get in touch with us.

To speak to one of our sales team directly, call **0845 519 00 99**. You can also contact us via email at [sales@swi.co.uk](mailto:sales@swi.co.uk).

#### Safe and Secure

We use VeriSign SSL to ensure the safety and security of your important information.

Click onto the **Proceed to Checkout** button to be taken to the delivery option screen.



## Delivery

You are here: [Home](#) > [Basket](#) > [Delivery](#) > [P&P](#) > [Payment](#) > [Confirm](#)

### Available delivery addresses

Please select an address:

Deliver to:

GREY COURT SCHOOL HAM STREET, RICH

[Continue](#)

### Have a question?

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To speak to one of our sales team directly, call **0845 519 00 99**. You can also contact us via email at [sales@swi.co.uk](mailto:sales@swi.co.uk).

Select the delivery option and click **Continue**

## Delivery

You are here: [Home](#) > [Basket](#) > [Delivery](#) > [P&P](#) > [Payment](#) > [Confirm](#)

### Delivery Details

Available carrier options:

Carrier\*

P&P - Delivery Charge - £0

Delivery Notes\*

Please enter your compulsory delivery instructions. (Max 21 characters)

[Continue](#)

### Have a question?

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All orders require delivery notes. If the parcel is to be delivered to home these are the notes that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. Leave with in porch

If the parcel is going into school simply type the students name and click **Continue**

Payment can be made by Visa, Mastercard, Solo, Maestro. Unfortunately we do not accept American Express.

Once you have made payment you will be given an order reference number. Please print this page for your records.

## Phone and Postal Orders

The school will have paper order forms and a downloadable copy on the school website. If you wish to pay by cheque or do not have access to the internet then you can phone or post your order using the paper order form.

## Delivery Charges

- Orders over £70 are sent to home free of charge
- Orders under £70 sent to a home address (or other specified) incur a £4.00 delivery charge



- Orders sent to school are free of charge (see below)

## **Delivery into School**

We operate a free of charge delivery service into school every week during term time. Orders must be placed by 5pm on the Friday for delivery into school the following Tuesday. This allows parents to avoid the delivery charge and makes it easy for students to collect their order from within the school.

## **Returns and Exchanges**

Each parcel contains a returns form and the Freepost Returns address to SWI. We ask parents to obtain a proof of postage receipt from the Post Office which is free of charge. If there is an issue with the item being lost in the post we ask to see the proof of postage receipt.

We offer a 30 day refund policy. If a customer is not completely satisfied with the garment will offer a 30 refund or exchange period. To be eligible for a refund or exchange we must receive the garment back in the exact condition and packaging that it was sent out in.

## **Web Helpdesk**

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in then please contact the Team on 0845 519 00 99.