



Dear St. Bernadette Elementary School Parents,

Cambridge Uniforms is the proud suppliers of the St. Bernadette Elementary School uniform. This letter is to outline the process for ordering and returning products.

The St. Bernadette Elementary School uniform is serviced from our Dollarton Highway store, located at **#112-2455 Dollarton Highway, North Vancouver, BC**. The phone number for the store is (604) 924-9069, and directions can be found on our website [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com) under the tab **Contact Us**.

### **Ordering and Returns/Exchanges**

We encourage all families to purchase uniforms prior to August 1. If your child requires special sizing or has sensitivities to fabrics please contact or visit us before July 1. Please note that processing and delivery dates are subject to change from August 15 to September 15. Orders placed after August 1 will be processed as promptly as possible.

### **Booking a Fitting Appointment:**

During the months of May-July we ask that all families book appointments for fittings. To book a fitting, please call us at 604-924-9069, or email [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com).

### **How to Order:**

There are four ways to order from us. They are as follows:

1. **ONLINE:** at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com). Enter your school code: **BAM007**.
2. **VISIT OUR STORE:** As our stores are very busy during the summer months, we ask that you call or email in advance to book a store visit with us, at 604-924-9069 or [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com). *Clients with appointments will be served first.*
  - **Discount Week: June 18 to June 25** Cambridge Uniforms is pleased to offer a save the GST during this week. We encourage all families to book their fittings and place orders during this week to take advantage of this special.
3. **EMAIL US:** You may email us a completed Order Form by sending it to [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com).
4. **CALL US:** You may call our retail store at (604) 924-9069. Your order confirmation will be emailed to you along with your payment receipt and tracking information.

*\*If you require an Order Form, you may request one by contacting us at [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com).*

**We will provide you with an emailed receipt of your order within 3-4 business days of receiving your order request. *Should you not receive this emailed confirmation please contact us at [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com)***

### **Shipping**

Shipments are estimated to arrive at your home within 2-3 business days after we have processed your order. You will be sent a tracking number via email from Canada Post so you may track your package online.



**If an item is unavailable:**

Once your order is processed a receipt of your order will be sent to you by email. You will also be emailed a shipping notice once the item has been shipped. If an item is not available at the time of purchase the item will be referenced in the notes section of the receipt. The item will be shipped to your home in a second, complimentary, shipment. All orders must be paid in full at the time of purchase.

**Return and Exchange Policies**

Full refund or exchange will be given up to 30 days from the date of purchase. Items must not have been worn, washed or altered. All tags must be intact and no name written on the garment. Hosiery, ties and hair accessories are final sale, for health reasons. Discontinued, sale and custom items are final sale. For items purchased from May-August the return/exchange can be made up to September 30.

All returns must have a completed Return/Exchange Form. This form will be included in your uniform package, but can also be found on our website under the tab **Customer Care – Return Policy**. Returns will be processed in 3-7 business days of receipt during non-peak times. Returns can also be brought to the Dollarton Highway store or mailed directly to: **Returns Department, Cambridge Uniforms, #112-2455 Dollarton Highway, North Vancouver, BC, V7H 0A2**. Once we receive your return you will be notified via email. Your receipt will be emailed to you once your return has been processed. The cost of the return shipment is borne by the customer. If any questions arise regarding your return, please email [returns@cambridgeuniforms.com](mailto:returns@cambridgeuniforms.com).

**If there is a need for a rush exchange**, we suggest you place a new order for the size/item you require. This will ensure you will receive your new item promptly. Please ensure that the return package includes a completed Return/Exchange Form, which can also be found on our website under the tab **Customer Care – Return Policy**. When we receive the original item we will issue you a refund for the value of the item being returned.

We wish your child a successful year ahead at St. Bernadette Elementary School.



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UNIFORMS**  
*est. 1994*

**RETURN/ EXCHANGE FORM**

To process your return and/or exchange in the most efficient manner, please fill in all gold boxed fields of this form and include this sheet with your returned item(s). This information is important so we may expedite your return/exchange promptly.

**RETURN POLICY**

*Items purchased from May - August can be returned and/ or exchanged up to September 30th, provided that the item(s) have not been worn/washed, written on or altered in any way.*

- Full refund or exchange will be given up to 30 days from the date of purchase.
- Items must not be worn, washed or altered/hemmed.
- All tags/labels must be intact and have no name written on the garment.
- Customers are responsible for return shipping charges.
- Hosiery, ties and hair accessories are final sale for health reasons. Discontinued, sale and custom items are final sale.

**WHERE TO MAIL RETURNS: CAMBRIDGE UNIFORMS RETURNS DEPARTMENT: #112-2455 Dollarton Highway, North Vancouver, B.C. Canada, V7H 0A2**

*Before sending back your item(s) please ensure that the item(s) abide by the return policy. All returns must have this form filled out completely and be provided with the returned item(s).*

Exchanges will have shipping fees applied for new item(s).

Returns/exchanges can be brought back to the location that your school is serviced from. If you are unsure which location your school is serviced from please contact us at [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com).

**HOW LONG DOES IT TAKE?** *Please note that return/exchange requests between August 15 - September 15 will be processed up to 14 business days.*

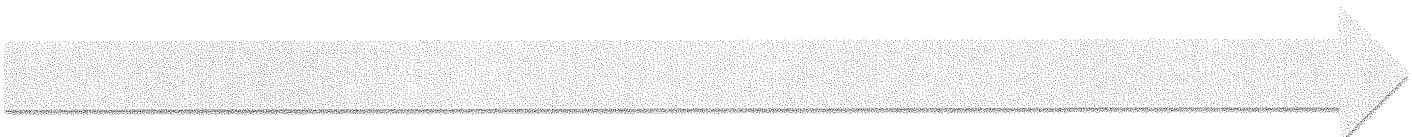
**EXCHANGES (RUSH):** If you are in a rush for your exchange we suggest you place a new order for the size/item you require. This will ensure your new item will be received promptly. During non peak times new orders are processed within 3-7 business days, with an additional 2-3 business days for shipping. When we receive the original item(s) back in our warehouse we will issue you a refund for the value of the item being returned.

**EXCHANGE (NON-RUSH):** If you are not in a rush for your exchange it may be mailed back to Cambridge Uniforms with the completed Return/Exchange form. We will email you when we have received the item(s) and follow your instructions on the Return/Exchange form. During non peak times this process is 5-7 business days, and 2-3 business days for shipping. This process starts once the item(s) are returned item(s) are received by Cambridge Uniforms.

**YOUR CONTACT INFORMATION:** *Please print clearly and complete all parts of this section*

SCHOOL	DATE OF PURCHASE	RECEIPT NUMBER	DATE ITEM(S) BEING RETURNED
CHILD'S FIRST AND LAST NAME		PARENT'S/CONTACT'S FIRST AND LAST NAME	
EMAIL ADDRESS		BEST CONTACT PHONE NUMBER	
HOME/SHIPPING ADDRESS		CITY	POSTAL CODE

**TO REQUEST A REFUND OR EXCHANGE PLEASE COMPLETE PAGE 1 & 2**



**CAMBRIDGE UNIFORMS RETURNS DEPARTMENT**

#112-2455 Dollarton Highway, North Vancouver, B.C. Canada, V7H 0A2 E: [returns@cambridgeuniforms.com](mailto:returns@cambridgeuniforms.com) T: 1-800-924-9069  
[www.cambridgeuniforms.com](http://www.cambridgeuniforms.com)



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**RETURN/ EXCHANGE FORM**

FILL THIS SECTION OUT FOR BOTH AN EXCHANGE AND/OR REFUND : *Please print clearly and complete all parts of this section*

VISA OR MASTERCARD NUMBER

EXPIRATION DATE

CVC (3 digit code)

FULL NAME ON CARD

SIGNATURE

FILL THIS SECTION OUT FOR A REFUND : *Please print clearly and complete all parts of this section*

PRODUCT	SIZE RETURNED	COLOR	QTY

FILL THIS SECTION OUT FOR AN EXCHANGE: *Please print clearly and complete all parts of this section. Please note that additional shipping charges apply.*

PRODUCT RETURNED (EXCHANGE)	SIZE & QTY RETURNED (EXCHANGE)	PRODUCT NEEDED	SIZE & QTY NEEDED	COLOR (IF DIFFERENT)

ADDITIONAL NOTES: Need more help? We would love to hear from you: [returns@cambridgeuniforms.com](mailto:returns@cambridgeuniforms.com) or 1-800-924-9069

**CAMBRIDGE UNIFORMS RETURNS DEPARTMENT**



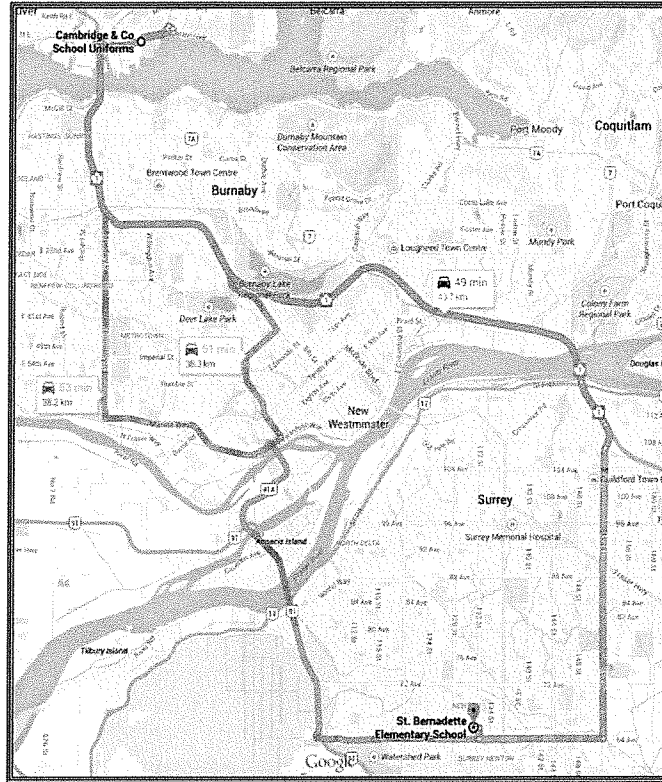
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**Your school is serviced out of our Dollarton Store, located at:**

#112-2455 Dollarton Hwy, North Vancouver BC V7H 0A2

Phone: 604 924 9929 | Email: [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com)

[www.cambridgeuniforms.com](http://www.cambridgeuniforms.com)



Cambridge Uniforms: Driving directions from St. Bernadette School to Dollarton store

1. Get on BC-1 W from 64 Ave and 152 St.
2. Follow BC-1 W to Main St. Take exit 23B from BC-1 W.
3. Take Dollarton Hwy to your destination in North Vancouver.
4. Follow Dollarton Hwy to your destination in North Vancouver.
5. Take your first right after FORESTER ST, into 2455 DOLLARTON HWY.

Winter Hours of Operation: October 1<sup>st</sup>-June 30<sup>th</sup>

Monday-Friday 9:00am—5:30pm

Saturday 10:00am—5:30pm

Sunday & Holidays CLOSED

Summer Hours of Operation: July 1<sup>st</sup> – September 30<sup>th</sup>

Monday-Saturday 9:00am—6:00pm

Sunday & Holidays CLOSED