

Returns Policy

If for any reason you are not happy with any item supplied by us, please return it at your cost to us unworn/unused and with original packaging with all the labels still attached within 14 working days starting the day after delivery for a full no-quibble refund .via the same channel that you used for payment of the order.

The only exceptions are items of underwear for hygiene reasons.

Returns MUST be sent by post/courier to:

Unit 1 Towers Business Park

Carey Way

Wembley

HA9 0LQ

Please do quote your original order number and let us know why you are returning the article(s) so that we can make the necessary improvements in our quality of garment or quality of service. We recommend that you obtain proof of posting from the post office when returning the item(s) and preferably using a service that requires us to sign a receipt on delivery, so you know that we have definitely received the item(s) back. For the sake of clarity, please note that you have to pay the postage or carriage for returning the item(s) to us.

What about the postage paid for returning the item(s)

If the item was damaged or faulty when you received it, Direct Schoolwear will refund you the full postage as well. However, if you have changed your mind and do not want the product or if you ordered the wrong size or colour, then Direct Schoolwear will only refund to you the purchase price of the item(s) via the same channel that you used for payment of the order. For the sake of clarity, please note that you have to pay the postage or carriage for returning the item(s) to us.

Exchanges and replacements

Please order the replacement article(s) required through the site as normal. The replacement(s) will be despatched to you as quickly as possible. As soon as we receive your returned item(s) we will immediately process a refund for the returned articles via the same channel that you used for payment of the order. For the sake of clarity, please note that you have to pay the postage or carriage for returning the item(s) to us.