

# Welcome Darcy Road PS



Dear Students, Parents & Guardians,

Midford is proud to partner with Darcy Road Public School to provide an Online Uniform Shop facility for the school community. The Online Uniform Shop will provide a convenient and secure method to purchase uniforms in the future.

The Online Uniform Shop website will be live to the school community from Monday the 17th of July. The Uniform Order Form will include instructions on setting up an account and placing an order online.

All orders will be picked and packed from the Midford warehouse and either delivered to the school office free of charge once a week or express delivery direct to your home for a \$15 delivery fee.

Any order placed by COB Friday will be delivered and ready to collect from the school office the following Tuesday. All packages will be sealed and clearly marked with the student's name and class to ensure no confusion.

## Returns and Refunds

Uniform items can be returned and refunded if the incorrect size is selected. All garments being returned must not have been altered, worn or laundered and in the original packaging including with swing tags attached. On receipt of the returned garment, Midford will process a refund and a new order for the correct size can be placed online.

Returns can be taken to the School office and left in a returns tub. Returns will be collected by Midford as required by the school and bought back to the Head office to be processed.

The team at Midford is looking forward to working with Darcy Road Public School and maintaining a long and rewarding relationship with the School community.

Regards,  
The Midford Team

# Order Your Uniform Online

Enjoy the convenience of online shopping. Save time and energy by ordering your uniforms online in 6 easy steps.

## New User Instructions

1. Go to [www.midford.com.au](http://www.midford.com.au)
2. Select your school from the Online School Shops tab
3. New users to click the **“Register New Account”** button
4. Start the registration process by selecting your school from the drop down menu and add the unique school pass phrase: **darcyroad2145**
5. Add your personal information, create a username and password
6. Order the items you need, select pick-up at school reception or option for express home delivery (for a \$15 fee)



**midford** SINCE 1946

Midford is a division of Georges Apparel Pty Limited  
75 Ashford Avenue, Milperra NSW 2214  
W: [www.midford.com.au](http://www.midford.com.au)

# Uniform Order Form



Student Name: \_\_\_\_\_ Year: \_\_\_\_\_

Contact Number: \_\_\_\_\_ School: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Uniform

Item	Size	Colour	Price	Quantity
Short Sleeve Polo			\$ 28.00	
Long Sleeve Polo			\$ 32.00	
Trackfleece Zip Jacket			\$ 35.00	
Soft Shell Jacket			\$ 52.00	
Unisex Microfibre Sport Shorts			\$ 26.00	
Boys Elastic Waist Shorts			\$ 28.00	
Skort			\$ 30.00	
Boys Elastic Waist Trousers			\$ 34.00	
Girls Pants			\$ 36.00	
Bucket Hat			\$ 15.00	
Beanie			\$ 14.00	

# RETURN & REFUND

## Our Policy

As part of our policy, Midford does not offer exchanges, only refunds for orders placed Online. Returns will not be accepted if more than 30 days have passed since the date of the purchase. Midford will provide a refund, if the item is unworn, still in the original packaging and with tags attached. Once the return has been accepted customers can re-order on the correct size.

## How do I return an item for a refund?

If you're returning an item and require a replacement, please re-order online. Please follow our step by step how to return your purchase for a refund.

- 1.** Complete your "Midford Return Item" form in full, with all information provided as requested.



- 4.** Post your return parcel at any Australian Post Office at your own cost or return to the school office for collection (only applicable for schools that offer collection from school).



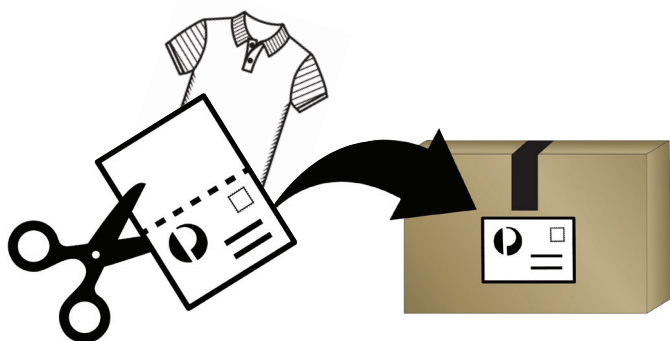
- 2.** Select the item that you wish to have refunded and select your reason for return. Review and confirm your details.



- 5.** It takes a few days to reach our fulfilment centre, that's why processing your refund may take up to approx. 7 business days.



- 3.** Cut out your return shipping label and attach it to your return parcel, along with your goods.



# RETURN & REFUND

## How long will it take for me to receive my refund?

Refunds will be processed back onto the credit card or PayPal account used to make the original purchase once we have received your items and stock has been checked. Please allow up to 7 working days for your refund to be processed. Please keep in mind your financial institution can take an extra few days to return the funds to your account.

## What if the item I have purchased is faulty?

We take extreme care in ensuring our goods are of the highest quality. However, if for any reason you find a fault with one of our products, you will be entitled to the following remedies under the Australian Consumer Law:

1. Refund of products for major failure or faults; or
2. Refund if the product fails to be of acceptable quality and the failure is not a major failure.

In assessing a claim for faulty products, the Australian Consumer Law allows us to take into account how much time has passed since you bought the product, how the product has been used, the length of time for which it is reasonable for the product to be used and the amount of use the product could reasonably be expected to tolerate before the failure becomes noticeable.

If you believe you have received a faulty product or there has been an error with your shipping, please contact our customer support team at [online@midford.com.au](mailto:online@midford.com.au). We will cover all associated shipping costs in the event of a faulty product or an order error on our behalf.

If you are unsure of returning an item, please write an email to [online@midford.com.au](mailto:online@midford.com.au)



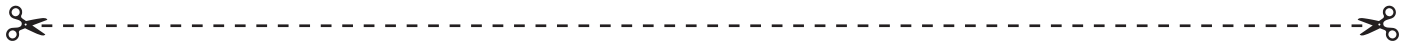
## MIDFORD RETURN ITEM

Company Name: Midford Head Office  
Attn: Online Customer Service,  
Retail Division

**DELIVER TO:** **75 Ashford Avenue**  
**Milperra, NSW 2214**  
**Australia**

### SENDER:

School Name: \_\_\_\_\_  
Customer Name: \_\_\_\_\_  
Invoice No.: \_\_\_\_\_



This form must be enclosed with a copy of your invoice (one invoice per return form) in order for us to refund you.

## RETURN FORM

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Street Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
State / Postcode: \_\_\_\_\_ Email: \_\_\_\_\_  
Method of Refund: C/C: \_\_\_\_\_ EFT: \_\_\_\_\_

Quantity	Item Code	Description	Reason Code #	Order/Invoice no. #

**Reason Code#** - Record appropriate number in the Reason Code # column above.

- |                            |                       |                               |
|----------------------------|-----------------------|-------------------------------|
| 1. Wrong quantity received | 3. Wrong Size Ordered | 5. Incorrect item ordered     |
| 2. Wrong colour received   | 4. Product defective  | 6. Incorrect quantity ordered |
| 7. Other _____             |                       |                               |

### Refund Policy Statement

- Midford will offer a refund provided that:
- You return the item/s within 30 days of purchase
  - A copy of your invoice is enclosed with this form
  - The item is unworn, unused and in its original condition
  - Any sew-in tags and labels are still attached to the item.

### NO REFUND on the following items: (due to health regulations)

Headwear, Second Hand Clothing, Rugby Head Gear, Socks, Briefs, Goggles, Calculators, Swimwear, Sale Items

## OFFICE USE ONLY

Received Date	Received by	WH Function	CU Function	Refund Date	Refund Amount