



March 11, 2022

Dear Mulgrave School families,

## WELCOME TO CAMBRIDGE UNIFORMS

We are honoured to be the uniform provider for Mulgrave School and look forward to assisting you with your child(ren)'s uniforms. This letter will outline how to place your orders, how to connect with our team for assistance and also provides important information about when to place your orders for the school year starting August 2022.

Your back to school shopping can be done either online or at our Welch location (address provided below). We are delighted to once again see new and familiar faces in our store.

To ensure that you and all families in your community have a successful first day back to school in August 2022 it is imperative that your order be placed by **June 15th**. Covid and supply chain issues are severely disrupting production and delivery. At Cambridge Uniforms we are doing our very best to have everything in place for the start of the coming school year by proactively addressing these issues and monitoring product arrival. Shipment delays are expected and ordering early will help to ensure your items are ready for your child(ren)'s back to school requirements.

We do our very best to plan for the unpredictable.

We ask for your help to plan ahead for your uniforms.

Free shipping for orders over \$150.00 will be available up to **June 15th, 2022**. Regular shipping rates will apply after.

Please mark your calendars and place your uniform orders no later than **June 15, 2022**.

### STEP 1: ACCOUNT

Whether you plan to shop online or in store you will require an online account.

New families: Create an account at your earliest convenience on our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com). Your online school code is: **GRA795**

Returning families: Log into your existing account and ensure your email, telephone number and shipping address are current.

### STEP 2: NEW FAMILIES: SIZING

- If you are new to your school or your child(ren)'s sizing has changed considerably we suggest an in-store fitting.
- During your visit to our Welch store our staff will guide you through the uniform policy while fitting your child(ren). You will leave with your uniform. Any items that are unavailable will be shipped to you once they are in stock. This is a complimentary shipment. Fittings for new students will take 30-45 minutes.
- The store capacity impacts the number of families we can serve in a day. If you are able to shop online we encourage this. If you are visiting the store we ask that only 1 parent be in attendance with the child(ren) requiring assistance. It is best to book an online appointment so you can be assisted at the time you choose. You may book your fitting online through our website. Thank you for your patience and understanding should there be wait times to enter the store.

### STEP 2: RETURNING FAMILIES: SIZING

- If you have ordered uniforms in the past year you can access your sizing details in your online account. In most cases students require one size up unless they have had a significant growth spurt.
- If there are only a couple of items that you require sizing assistance with you may book an online zoom fitting. We suggest that you have your current uniform on hand which will help during your online fitting. Please also ensure you have a tape measure available.
- Try using the smart sizing tool called "What's my size / Calculate my size". This is found in the size chart of each garment. Follow the guidelines for measuring, enter your child's measurements and a size is suggested based on the measurements provided.
- Re-ordering online is easy and orders are shipped to your home or can be picked up curbside at the Welch location.



## CAMBRIDGE UNIFORMS

### IN STORE GUIDELINES - UPDATED MARCH 11, 2022

To ensure the health and safety of our clients and staff, we are limiting the number of visitors in our stores at this time. These guidelines will be monitored and updated as Covid conditions evolve. For the most up to date policies for shopping in store are found on our website at <https://www.cambridgeuniforms.com/pages/in-store-information>.

### YOUR SCHOOL IS SERVICED FROM OUR WELCH STORE

1305 Welch Street, Unit #135, North Vancouver, BC V7P 1B3

Store hours of operation: 10:00am-5:00pm Monday-Saturday, closed Sundays and Statutory holidays.

### RETURNS

If you have purchased an item that you wish to return you may do so within 30 days of purchase. After 30 days you may exchange a product for a different size for up to an additional 60 days. This exchange policy is valid from April through September. You may view our return policy online at: <https://www.cambridgeuniforms.com/pages/return-policy>.

Whether you choose to do an exchange in store or online, all exchanges are completed in two steps:

Visit <https://cambridgeuniforms.returnlogic.com> to start your return/refund process to obtain your RMA#. This is required for all returns.

Place a new order online or in store at your earliest convenience.

If you have chosen to visit our store or pick up your new order using our curbside service you may provide your returns at the same time. Please ensure that you have completed the online request to return items prior to visiting the store. Returns are not accepted without an RMA number.

### CONTACT US

If you have questions we are here to help. The best way to reach us is through our contact us page online. We experience a high volume of emails and calls in August and September. We will always do our best to reply to you in a timely manner. We appreciate your kindness and understanding should there be delays during this time.

We thank you for taking care of your uniform requirements by **June 15th** and wish you and your child(ren) a successful year ahead.

Warm regards,  
CAMBRIDGE UNIFORMS

### Visit us online

CREATE AN  
ONLINE  
ACCOUNT  
CLICK HERE



SCHOOL  
CODE

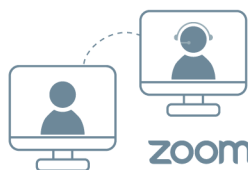
GRA795

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

### Online fitting

Allow us to help you with sizing and introduce you to our website and to your school uniform. You are steps away from scheduling your fitting with us!

BOOK  
YOUR ONLINE  
FITTING  
CLICK HERE



### Stay connected

We are here to assist you.



[orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com)



604-924-9069

Hours: M-S 10:00 am to 5:00 pm  
Closed Sunday and Statutory Holidays

We recommend to  
place your orders by

