



Dear St. Patrick Elementary School, Vancouver Parents,

Cambridge Uniforms is the proud supplier of the St. Patrick Elementary School, Vancouver uniform. This letter provides information on how to order your school uniforms, return and exchange products, and outline washing instructions for your uniforms.

We look forward to serving you and wish you and your child a successful year at St. Patrick Elementary School, Vancouver.

St. Patrick Elementary School, Vancouver is serviced from the Dollarton Highway Store

Address: #112-2455 Dollarton Highway, North Vancouver, BC, V7H 0A2

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

Online School Code: GRE689

Email: [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com) or [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com)

Telephone: 604-924-9069 ext 1

Hours of Operation: Monday-Saturday 9:00am-5:30pm, Closed Sundays and Holidays

**FITTING AT ST. PATRICK ELEMENTARY SCHOOL, VANCOUVER  
ON MONDAY, JUNE 5<sup>th</sup> FROM 8:30-11:00AM and TUESDAY, JUNE 6<sup>th</sup> FROM 1:00-3:30PM**



#112 – 2455 Dollarton Highway | North Vancouver, BC V7H 0A2, Canada  
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## How to place an order

1. **ORDER ONLINE:** Placing your order online is the quickest method of ordering. Visit our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com) to create an account - School code: GRE689
2. **ST. PATRICK ELEMENTARY SCHOOL FITTING:** June 5<sup>th</sup> 8:30-11:00am and June 6<sup>th</sup> 1:00-3:30pm. Please book your 30 minute appointments with the school reception, we look forward to assisting you.
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 ext 1
5. **VISIT OUR DOLLARTON HIGHWAY:** As our stores are very busy during the summer months, we ask that between May and July you call or email in advance to book a store visit with us. Please call 604-924-9069 ext 1 or email [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com). Clients with appointments will be served first.

## Placing orders for the new school year

To ensure that you receive your uniform order before the school year begins we encourage all families to purchase uniforms prior to August 1.

Orders placed after August 1 will be processed as promptly as possible. Please note that processing and delivery dates are subject to change from August 15 to September 15 as a result of order volume. If your child requires special sizing or has sensitivities to fabrics please contact or visit us before July 1.

## Order processing timelines

After your order request has been received by Cambridge Uniforms you will receive an email with an itemized receipt of your order within 3-4 business days. If you do not receive this order / invoice receipt within 3-4 business days please email us to confirm your order request was received.

Shipments are estimated to arrive at your home within 3-4 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.

Please note that order processing and shipping timelines between August 15 and September 15 are increased as a result of order volume. We encourage orders to be placed prior to June 30 to avoid delays.

## If an item is unavailable/your order has been partially shipped

To inquire about the estimated delivery of an item that is on order please email [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com).

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.



## Return and Exchange Policy

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 have name may have been 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.

Shipping charges are the responsibility of the customer for all returns or exchanges. Unless the item was shipped incorrect or damaged, some conditions may apply. Prior to shipping items to Cambridge you may be asked email a picture of the garment to assist us with your return.

All returns must have a completed Return/Exchange Form.

## Where/How to return items

All returns must follow the return policy and have a Return/Exchange Form completed with the returned items. The PDF Return/Exchange form is found on our website under Customer Care – Return Policy.

Returns can be brought directly to the Dollarton Highway location and will be processed during your visit. Or they can be mailed to:

Returns Department, Cambridge Uniforms  
#112-2455 Dollarton Highway, North Vancouver, BC, V7H 0A2

## If you are mailing your return and exchange: Timelines/Process

Returns are processed in 3-7 business days of receipt, during non-peak times. Once we receive your return you will be notified via email. Your receipt will be emailed to you once your return has been processed. If any questions arise regarding your return, please email [returns@cambridgeuniforms.com](mailto:returns@cambridgeuniforms.com).

All returned or exchanged items must be checked by the Returns Department to ensure that they abide by our return policy prior to processing your request. For this reason there are 2 options available for you to do a return/exchange based on your anticipated needs.

### Option #1: Rush exchange

We suggest placing a new order for the size/item you require. This will ensure you will receive your new item promptly. Mail your returned item(s) back to Cambridge. Once received and checked a refund will be issued for the value of the item being returned. Please ensure a completed Return/Exchange Form is provided with the returned item(s). Shipping charges apply.

### Option #2: Non-rush exchange

Mail the returned item(s) to Cambridge Uniforms. Once the item(s) are received they will be checked to ensure they abide by the return policy. You will be notified by email upon receipt of the return. The new item(s) will then be shipped to your home. Please ensure a completed Return/Exchange Form is provided with the returned item(s).



## Uniform Care Guide

Did you know that school uniforms are worn 180 days in a school year? This is a lot of wear on an article of clothing. Our focus at Cambridge Uniforms has always been to provide durable and quality garments to our clients. How the uniform is washed plays a large role in the garments longevity. Here are some helpful washing tips:

<b>Sweaters</b> 100% Acrylic Cardigan, Pullover, Vest	<b>Cold water wash, dryer at low heat. Do not hang dry or lay flat to dry.</b> (Do not wash with abrasive items such as towels, Velcro, or zippers.)
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### Feedback: We want to hear from you

We believe communication is the key to success. If you would like to share your experience with us, let us know how your uniforms are wearing, provide feedback on our customer service, offer a suggestion, ask questions about washing/caring for your uniforms, we encourage you to reach out to us.

Customer Service: [info@cambridgeuniforms.com](mailto:info@cambridgeuniforms.com)

Communication Director: [bmail@cambridgeuniforms.com](mailto:bmail@cambridgeuniforms.com)

Founder of Cambridge: [pkoenig@cambridgeuniforms.com](mailto:pkoenig@cambridgeuniforms.com)