



## **Direct to Parent How To Guide**

## Online Ordering – Getting Started

Ordering online couldn't be easier. Simply visit our website <https://www.swischoolwear.co.uk/customer/account/login> and select Login as a parent

SWi. ABOUT US WHAT'S NEW? FAQ'S £0.00

### Customer Login

#### Registered Customers

If you have an account, sign in with your email address.

Email \*

Password \*

protected by reCAPTCHA  
Privacy - Terms

Sign In [Forgot Your Password?](#)

\* Required Fields

#### New Customers

Creating an account has many benefits: check out faster, keep more than one address, track orders and more.

Create an Account

### Existing Customer?

If you're an existing SWi customer, your account and account settings will be available on the new website. The only change will be, for security reasons, we will be asking you to re-enter your password. You will only need to do this once.

Your children will be associated to their existing school.

### New to SWi?


New customers will be asked to register and follow the online instructions to link their account to a chosen school. Once you are registered (and you have added students to a school) you can begin to order straight away. This is the same as the old school.

### School Store

To start shopping with us, once you are logged in, you will need to click on 'School Store' in the header of the site. This page will list all of the products associated with your school.

All of the uniform and PE kit products will be displayed with an indication if the product is compulsory. To make things easier, you can easily filter the gender of the products and whether they are compulsory or optional.

To add an item to your cart, click on the picture or the 'View Product' button and you will see a page with more details and size option details. On this page you can then select the size required from the drop down menu and click **Add to Cart** button.



**APTUS S/S Training Top Culcheth High School Black/White**

SKU CULAI1892-BLAWHI  
From **£15.95**

COLOUR: Black/White


**Black/White**

SIZE:

Choose an Option...

Choose an Option...

- 22" - 24" Chest - 42 in stock
- 26" - 28" Chest - 22 in stock
- 30" - 32" Chest - 44 in stock
- 32" - 34" Chest - 50+ in stock
- 34" - 36" Chest - 45 in stock
- 38" - 40" Chest - 45 in stock
- 42" - 44" Chest - 10 in stock
- 46" - 48" Chest - 3 in stock
- 50" - 52" Chest - 2 in stock



**Add to Basket**

Simply type the quantity you wish to order into the quantity box which will automatically update. Once all items have been added to the cart click **View Cart** icon at the top right of your page.

## Shopping Cart

You will be taken to the cart page to confirm your order. Quantities can be increased / decreased within this screen too.

## Checkout – Step 1 of 2



At Checkout you can select billing and delivery addresses (or select a school delivery if that is an option for you).

## Delivery Notes


When the parcel is delivered to home these are the notes that you would like us to pass on to the carrier company if you are not home when they come to make the delivery e.g. "Leave within porch" or "Leave with neighbours". This CANNOT be an alternative delivery address.

An instruction here IS needed. Once delivery notes have been entered click onto the **Next** button to enter payment details. If you have nothing, simply put "None".

## Choose Delivery Type

<b>Deliver to Home</b>  All items will be delivered to your chosen address	<b>Deliver to School</b>  All items will be delivered to your childs school for you to collect
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## Order Summary

2 Items in Cart 

## Shipping Address

First Name \*

Last Name \*

Country \*

Address Search

[Manually enter address](#)

Phone Number \*

## Shipping Methods

 £4.50 Standard Delivery

## Delivery Notes

Please enter your compulsory delivery instructions for our courier service \*

This note will be printed on the delivery label and will instruct our courier where to leave the package if you are not available to receive it.

Next

## Payment – Step 2 of

Payment can be made by Visa, MasterCard, Solo, Maestro. Unfortunately, we do not accept **American Express**.

Click **Place Order** button.

## Payment Method

Name on Card \*

Card Number \*

CW \*

Expiration Date \*

Month  Year

Use Shipping Address as Billing Address

SWI Schoolwear

Scott Drive, Scott Drive

Altrincham, WA15 8AB

United Kingdom

01928752610

[New Billing Address](#)

Yes, i would like to be kept up to date with latest news and offers from Schools and Banner Group.

By placing an order with us you agree to the following [Terms & Conditions](#).

[Place Order](#)

Enter discount code

[Apply Discount](#)

## Order Summary

Cart Subtotal £51.40

Shipping  
Standard Delivery - DPD /  
Royal Mail £4.50

**Order Total £55.90**

2 Items in Cart

## Ship To:

SWI Schoolwear  
Scott Drive, Scott Drive  
Altrincham, WA15 8AB  
United Kingdom  
01928752610

## Shipping Method:

Standard Delivery

## Order Completed

Once the order is complete you will receive an order number and email confirmation.

## Phone / Postal Orders

The school will have paper order forms and a downloadable copy on the school website.

If you wish to pay by cheque or do not have access to the Internet, then you can phone your order through to our Customer Service Team.

## Home Delivery Charges

- Orders over £75.00 are sent to home free of charge.
- Orders under £75.00 sent to a home address (or other specified) incur a £4.50 delivery charge.

## Returns Procedure

In every dispatch we include a form with full details of how to send items back for a refund using a pre-paid returns label. We offer a 30 day returns policy. Full terms and conditions can be found on

our website.

## **Web Helpdesk**

SWI has a dedicated Web Helpdesk. If you are having difficulty with your online account or logging in then please contact the Team on 01928 752610.

We also have a great FAQs page at <http://www.swischoolwear.co.uk/help> too.