

ORDERING UNIFORMS ONLINE FROM ARGYLE SCHOOLWEAR

FAQ

To find us, go to www.argyleonline.co.nz, hover over the ShopArgyleOnLine tab and select Gisborne Intermediate from the list of schools

HOW DO I ORDER FROM ARGYLE ONLINE?

1. Select the products you require and click Add to Cart (make sure you measure your student beforehand to ensure you select the correct size).
2. Click the checkout button at the top right of the screen.
3. Login or continue as a guest.
4. Review or enter your delivery address.
5. Choose your payment type (Credit/Debit Card, Account to Account, Cheque or WINZ Quote) and follow the instructions on screen.
6. Once you have completed your purchase an order confirmation will be emailed to you.

WHAT METHODS OF PAYMENT DOES ARGYLE ACCEPT?

Payment can be made by:

1. Credit/debit card (Visa or Mastercard),
2. Cheque (an invoice will be emailed to you with our bank account details)
3. Account to account (ANZ, ASB, BNZ, Kiwibank, The Co-operative Bank, TSB or Westpac) or you can request a quote/invoice online to apply for financial assistance.

HOW TO GET A WINZ QUOTE

To get a WINZ quote you need to complete an order online and select "WINZ quote" as your payment option.

You will then receive an email with your order confirmation.

Print this out and take it to your nearest WINZ office for approval. Please ensure they quote our invoice number as a reference when making payment.

HOW LONG DOES IT TAKE TO GET A SCHOOL UNIFORM THROUGH THE WINZ PROCESS?

We recommend placing your uniform order online and taking the quote to WINZ at least 3 weeks prior to the date you need the uniform.

Your order will be dispatched once payment has been cleared from WINZ.

If your order has not been paid in full you will need to pay the difference or amend your order. To do this, please contact our customer service team on 0800 11 00 59 or send us an email on the "Contact Us" page.

HOW DO I ORDER THE BEST FITTING SIZE?

Measure your student following our guide links on the product page and compare the measurements with the size chart. If the measurement is in-between sizes, we recommend selecting the larger size to allow room for growth. Sizing may vary between garments, please check the size chart carefully before placing your order.

HOW DO I MEASURE MY CHILD?

Click the link to the measuring guide or video on the Argyle product page. When measuring your student keep the tape snug but not tight.

WHAT IF MY CHILD IS OUTSIDE OF ARGYLE'S SIZE RANGE?

Please contact Argyle with their chest, waist and hip measurements and we will assess whether they qualify for specially made garments. The lead time is 4 to 6 weeks.

HOW MUCH IS SHIPPING?

Shipping is charged at a flat rate of \$7.50. The appropriate shipping costs are automatically added to the checkout.

DO YOU DELIVER TO PO BOXES?

No, we can only deliver to a physical address in New Zealand.

WHEN WILL MY ORDER ARRIVE?

We have a 3 to 5 working day turnaround from receipt of payment. All orders are sent on an overnight service with Courier Post. You will receive an email with tracking details as soon as your order is dispatched. Delivery times quoted are estimates only; we cannot be responsible for delays due to causes beyond our control.

WHAT SHOULD I DO IF MY ORDER HASN'T BEEN DELIVERED YET?

Please allow at least 3 to 5 working days for your order to be dispatched from receipt of payment. If you have received a Dispatch Order Confirmation email you can check the status of your parcel by clicking 'Track Order' or alternatively you contact Courier Post on 0800 268 743 and supply them with your tracking number. If your parcel has been lost or damaged please contact us to arrange a replacement.

WHAT IS ARGYLE'S RETURN POLICY?

An order can be returned within 14 days of receipt. Items must be unworn and in original condition. Damaged, worn, unwashed or altered garments will not be exchanged, credited or refunded. If a fault should appear after a garment has been worn please launder before return. Shipping costs of returning an item will be at your own expense unless an item is faulty; in this case please contact us to arrange free postage. Any exchanges or replacements are sent free of charge.

WHAT IS ARGYLE'S REFUND POLICY?

We will not refund purchases of multiple garments used for the purpose of determining the correct size.

Refunds will be paid back via the original method of payment. If your order was paid by WINZ, please provide your WINZ client number. Refund cheques take up to 10 working days to be processed.

HOW CAN I RETURN MY ORDER?

Fill out the returns slip (you will find this at the bottom of the invoice you received with your order - contact us if you need another copy). Include this in your returning package along with the products you are exchanging.

Address your parcel to:

ArgyleOnLine
8 Hugo Johnston Drive
Penrose
Auckland 1061

You can order postage online through the NZ Post website. We recommend using the courier service so you can track delivery progress and ensure your parcel arrives promptly.