



TRUTEX DIRECT



★★★★★
**MADE
TO LAST**
SCHOOLWEAR

**HASSLE
FREE
RETURNS**

**FREE
DELIVERY**
ON ORDERS
OVER £40

Introducing your 2023 Uniform Provider

As part of joining Outwood Academy City the trust provides a set of uniform for all students in year 7. **This uniform bundle includes:**



School Blazer



Twin Pack Shirt or Blouses



School Tie



Trousers or Skirt



P.E Polo



Games Jersey



P.E Short



Sports Sock

Bundles:

Outwood Grange Academies Trust works with school uniform manufacturer Trutex to supply the uniform bundles. These uniform bundles will be distributed at a “collect event” and an “exchange event” where you are able to change any items that you may require for size.

How to order:

To order your child’s bundle of uniform please complete the below **order link**, by using the link or scanning the **QR code**. Please only complete this once per student and use the name provided for the academy register. To help with sizing your child we have included links to size guides on the below order form links.

To receive the academy provision of uniform, your order must be placed by Sunday 14th May 2023.

Boys online form



<https://www.surveymonkey.co.uk/r/MYHFPSS>

Girls online form



<https://www.surveymonkey.co.uk/r/MYG2B8M>

Picking up your new uniform bundle:

Please see collection event table below. If you cannot attend the collection event, please ask a relative or friend to collect on your behalf. We ask if just one person can attend to collect this uniform bundle where possible to avoid overcrowding in a small area.

Collection Event		
Date of Collection Event	Collection Time	Group to attend time slot (First letter of students surname)
Friday 21st July 2023	10am-10.20am	A
	10.20am-10.50am	B & U
	10.50am-11.10am	C & K
	11.10am-11.30am	D & F
	11.30am-11.50am	E & G
	11.50am-12.10pm	H & I
	12.10pm-12.30pm	J & L
	12.30pm-12.50pm	M & N
	12.50pm-1.10pm	O, P & Q
	1.10pm-1.30pm	R & T
	1.30pm-2pm	S
	2pm-2.30pm	V, W, X, Y & Z

Need to change an item?

Please see exchange event table below. Items returned for exchange must be in a re-sellable condition, please keep any hangers/packaging of the items you want to exchange. Due to hygiene reasons socks cannot be exchanged if tried on, the shoe size is displayed on the packaging. If you cannot attend the exchange event, please ask a relative or friend to collect on your behalf. We ask if just one parent/carer and the student can attend the exchange event to avoid overcrowding in a small area.

Exchange Event		
Date of Collection Event	Collection Time	Group to attend time slot (First letter of students surname)
Friday 28th July 2023	10.30am-11am	A
	11am-11.45am	B & U
	11.45am-12.15pm	C & K
	12.15pm-12.45pm	D & F
	12.45pm-1.15pm	E & G
	1.15pm-1.45pm	H & I
Monday 31st July 2023	10am-10.30am	J & L
	10.30am-11am	M & N
	11am-11.30am	O, P & Q
	11.30am-12pm	R & T
	12pm-12.45pm	S
	12.45pm-1.30pm	V, W, X, Y & Z

Can students who would like to try garments on at the exchange event please be suitably dressed to perhaps try things on, over own non-bulky clothing where possible.

Queries?

If you have a query about your new uniform bundle please email us outwoodbundles@trutex.com. If an exchange is required after the above exchange event date has passed, please contact your Outwood Academy for further help.

Need more uniform?

If you require additional or extra items you can shop with Trutex Direct online www.trutex.com using the academies unique reference code: **LEA00644SC** to view all Outwood uniform items.

Please see attached the Trutex Direct flyer which gives you all the order information required. A copy of this flyer will also be in your child’s uniform bundle.



HOW TO ORDER & CONTACT US

1

Register or login at www.trutex.com

Simply enter your school code **LEA00644SC** to start shopping.

2

Shop your uniform items and choose your delivery - **FREE on orders over £40**

3

Pay using debit card, credit card, Paypal, or Klarna

Klarna.

Klarna - Split your order into 3 interest free payments



Live Chat

9am - 5pm off peak
8am - 8pm peak
This is the quickest way to contact us



Email Us

Email td@trutex.com stating your order number followed by your query. Emails will be responded to within 48hrs. Please check your junk folder for responses



Phone Us

Call **01200 421206** to speak to a Customer Service Representative

DELIVERY

DPD Ship2shop: **£3.50**

This service is **FREE** on orders over £40

Standard Delivery: **£4.98**

This service is **FREE** on orders over £40

Next Day Delivery: **£6.98**

Orders placed before 2pm Monday - Thursday, Fridays order before 12 noon for next working day delivery. (Monday - Friday excluding bank holidays)

Hassle-free Returns and Exchanges

We will be happy to refund or exchange any item(s) that you are not completely satisfied with, as long as they are returned in an unused condition, within 14 days of receipt. Exchanges can be made up to 60 days from delivery. Please log your return at <https://trutex.gfs-returns.com> using your order number and email address. You can then generate your free returns label. Parcels are dropped at your local DPD shop location. Returns may take up to 7 working days to be processed by Trutex and you will be notified when this has been done. Refunds can take up to 14 days and will be processed according to your payment method. Exchange orders (like for like product only) will be sent as soon as possible in line with stock availability. Please email us with queries at td@trutex.com and we will be happy to help.

Please ensure a phone number is included on your returns note so we can arrange any additional payment if required. Replacement items will not be despatched until payment has been received.

Did you know?

You can donate your out grown uniform & purchase pre-loved online

PRE-LOVED
OUTWOOD UNIFORM
BY TRUTEX

Step 1

Donate your used uniform in the recycle points found in school

Step 2

Trutex will collect, wash and repair ready for resale

Step 3

Visit trutex.com using school code **LEA00980SC** to purchase pre-loved uniform

*Where garments are not suitable for re-sale, Trutex will recycle.

www.trutex.com

