

Welcome Randwick HS



Dear Students, Parents & Guardians,

Midford is proud to partner with Randwick High School to provide an Online Uniform Shop facility for the school community. The Online Uniform Shop will provide a convenient and secure method to purchase uniforms in the future.

The Online Uniform Shop website will be live to the school community from **Monday the 2nd of December** with a sample fitting range of the full school uniform available at the school from that date. The location of the fitting range will be in the Boys' school E Block. No uniform stock will be held at the school.

Access to the fitting range will be provided by a P&C volunteer, from orientation to start of Term 1, on a Tuesday and Friday between 8.00 AM – 9.00 AM, or by appointment. Uniform order forms will be available in the fitting room, allowing customers to record size details of required uniforms and then placing orders at home at their convenience. The Uniform Order Form will include instructions on setting up an account and placing an order online.

All orders will be picked and packed from the Midford warehouse and either delivered to the school office free of charge once a week or express delivery direct to your home. Orders over the value of \$150.00 will receive free express home delivery. Orders under \$150 receive an option of Pick-up from the School office on Fridays or delivery to home for a \$10.00 fee.

Any order placed by COB Wednesday will be delivered to the School office from the following Friday. All packages will be sealed and clearly marked with the students name and class to avoid confusion.

Returns and Refunds

Uniform items can be returned for a refund if the incorrect size is selected. All garments being returned must not have been altered, worn or laundered and in the original packaging including with swing tags attached. On receipt of the returned garment, Midford will process a refund. A new order containing the correct size must be placed after the refund is processed.

Returns can be taken to the School office and left in a returns tub. Returns will be collected by Midford as required by the school, and brought back to Head office to be processed.

The team at Midford is looking forward to working with Randwick High School and maintaining a long and rewarding relationship with the School community.

The Midford Team



Midford is a division of Georges Apparel Pty Limited
75 Ashford Avenue, Milperra NSW 2214
W: www.midford.com.au

ORDER YOUR UNIFORM ONLINE

Enjoy the convenience of online shopping. Order uniforms online in 6 easy steps.

New User Instructions

1. Go to www.midford.com.au
2. Select your school from the Online School Shops tab
3. New users to click the **“Register New Account”** button
4. Start the registration process by selecting your school from the drop down menu and add the unique school pass phrase: **Randwick2025**
5. Add your personal information, create a username and password
6. Order the items you need, and select from the following delivery options:
Orders over \$150 receive free express home delivery. Orders under \$150 receive an option of Pick-up from the School office on Fridays or delivery to home for a \$10.00 fee. Please ensure pickup orders are placed 48 hours before the collection day, or the order will be delivered the following week.

The Online Uniform Shop will be live from
the 2nd of December 2024



RANDWICK
HIGH SCHOOL
Learning today | Leading tomorrow

Further Information:

No orders to be placed at school

E: online@midford.com.au

A: Avoca Street Randwick NSW 2031



Uniform Order Form

Student Name: _____ Year: _____

Girls Uniform

Product Description	Garment	Price	Size	Quantity
Junior Girls SS Blouse		\$38.00		
Junior Girls LS Blouse		\$40.00		
Senior Girls SS Blouse		\$38.00		
Senior Girls LS Blouse		\$40.00		
Skirt		\$60.00		
Pants		\$50.00		
Knit Cotton Jumper		\$75.00		
Soft Shell Jacket		\$75.00		



Prices are correct as of 26th September 2024
(prices may change without notice)


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Uniform Order Form

Student Name: _____ Year: _____

Boys Uniform

Product Description	Garment	Price	Size	Quantity
Junior Boys SS Shirt		\$35.00		
Junior Boys LS Shirt		\$38.00		
Senior Boys SS Shirt		\$35.00		
Senior Boys LS Shirt		\$38.00		
Extendable Waist Shorts		\$45.00		
Extendable Waist Trousers		\$55.00		
Knit Cotton Jumper		\$75.00		
Soft Shell Jacket		\$75.00		



Uniform Order Form

Student Name: _____ Year: _____

Sport Uniform & Accessories

Product Description	Garment	Price	Size	Quantity
Sport Polo		\$35.00		
Sport Shorts - Short Length		\$28.00		
Sport Shorts - Regular Length		\$28.00		
Trackpants - Straight Leg		\$48.00		
Trackpants - Cuffed		\$55.00		
Knot Tie (Optional for all students)		\$20.00		
Cap		\$20.00		
Bucket Hat		\$20.00		
Sport Socks 3pk		\$19.00		
Academic Socks 3pk		\$19.00		

RETURN & REFUND

How do I return an item for a refund?

If you're returning an item and require a replacement, please re-order online. Please follow our step by step how to return your purchase for a refund.

- 1.** Complete your "Midford Return Item" form in full, with all information provided as requested.



- 4.** Post your return parcel back to Midford Head Office at any Australia Post office at your own expense, or return it to your school's return box for weekly collection on Wednesday's.



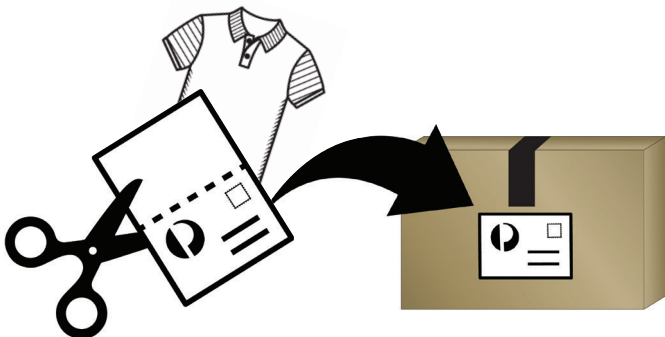
- 2.** Select the item that you wish to have refunded, and select your reason for return. Review and confirm your details.



- 5.** It takes a few days to reach our fulfilment centre, that's why processing your refund may take up to approx. 7 business days. We will keep you posted along the way so keep an eye out on your inbox.



- 3.** Cut out your return shipping label and attach it to your return parcel, along with your goods.



RETURN & REFUND

How long will it take for me to receive my refund?

Refunds will be processed back onto the credit card or PayPal account used to make the original purchase once we have received your items and stock has been checked. Please allow up to 7 working days for your refund to be processed. Please keep in mind your financial institution can take an extra few days to return the funds to your account.

What if the item I have purchased is faulty?

We take extreme care in ensuring our goods are of the highest quality. However, if for any reason you find a fault with one of our products, you will be entitled to the following remedies under the Australian Consumer Law:

1. Refund of products for major failure or faults; or
2. Refund if the product fails to be of acceptable quality and the failure is not a major failure.

In assessing a claim for faulty products, the Australian Consumer Law allows us to take into account how much time has passed since you bought the product, how the product has been used, the length of time for which it is reasonable for the product to be used and the amount of use the product could reasonably be expected to tolerate before the failure becomes noticeable.

If you believe you have received a faulty product or there has been an error with your shipping, please contact our customer support team at online@midford.com.au. We will cover all associated shipping costs in the event of a faulty product or an order error on our behalf.

If you are unsure of returning an item, please write an email to online@midford.com.au



MIDFORD RETURN ITEM

Company Name:

Midford Head Office

Attn:

Online Customer Service,
Retail Division

DELIVER TO:

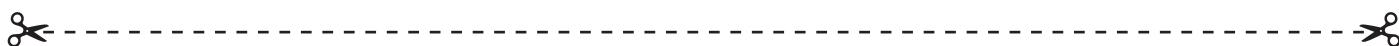
**75 Ashford Avenue
Milperra, NSW 2214
Australia**

SENDER:

School Name: _____

Customer Name: _____

Invoice No.: _____



This form must be enclosed with a copy of your invoice (one invoice per return form) in order for us to refund you.

RETURN FORM

Customer Name: _____

Date: _____

Street Address: _____

Phone: _____

State / Postcode: _____

Email: _____

Method of Refund: C/C: _____

EFT: _____

Quantity	Item Code	Description	Reason Code #	Order/Invoice no. #

Reason Code# - Record appropriate number in the Reason Code # column above.

- | | | |
|----------------------------|-----------------------|-------------------------------|
| 1. Wrong quantity received | 3. Wrong Size Ordered | 5. Incorrect item ordered |
| 2. Wrong colour received | 4. Product defective | 6. Incorrect quantity ordered |
| 7. Other _____ | | |

Refund Policy Statement

Midford will offer a refund provided that:

- You return the item/s within 30 days of purchase
- A copy of your invoice is enclosed with this form
- The item is unworn, unused and in its original condition
- Any sew-in tags and labels are still attached to the item.

NO REFUND on the following items:

(due to health regulations)

Headwear, Second Hand Clothing, Rugby Head Gear, Socks, Briefs, Goggles, Calculators, Swimwear, Sale Items

OFFICE USE ONLY

Received Date	Received by	WH Function	CU Function	Refund Date	Refund Amount