

[May 2015]

The On-Line Uniform Shop for Greater Grace International School,  
Hungary



ISUS Ltd  
Unit 6/7 The Brunel Centre  
Cory Way, West Wilts Trading Estate,  
Westbury,  
Wiltshire,  
BA13 4QT  
United Kingdom

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## **A BRIEF COMPANY OVERVIEW OF ISUS LTD**

ISUS Ltd is owned and managed by Claire Barradell and Susan Lee who are ably assisted by a small enthusiastic team. We pride ourselves on our attention to detail, customer service and common sense. All our embroidery is done in house so that we can oversee the quality and avoid the delays always associated with contracting work out.

### **CLAIRE BARRADELL**

Claire has worked in the clothing industry for over 20 years, with many of those years spent working in the school uniform business. Her background is clothing technology and quality assurance, she has travelled the world working with many well-known brands and manufacturers.

### **SUSAN LEE**

Susan has worked in the schoolwear industry for 25 years and has extensive retail and Head Office support experience, with many years assisting school uniform shop start-ups and management. One of Sue's current roles is to control the embroidery facility.

We work with both UK and International schools and have long established relationships with the best names in the schoolwear industry; many of these have been selected by us to ensure that we maintain a reliable and top quality supply chain, allowing us to supply the garments and products that you need and would want your child to wear for school.

We are members of the School wear Association and the National Childrenswear Association. We closely follow the principles of the base code of conduct from the Ethical Trade Initiative (ETI).

Our office and warehouse are in Wiltshire and we can be found at: Unit 6/7, The Brunel Centre, Cory Way, West Wilts Trading Estate, Westbury, BA13 4QT United Kingdom.

## **ACCESS TO THE GREATER GRACE INTERNATIONAL SCHOOL UNIFORM SHOP**

Access to the Greater Grace International school uniform shop is via our website [www.isus-ltd.co.uk](http://www.isus-ltd.co.uk). On your first visit to the website you will be asked to register as a new user with your e-mail address and a password of your choice. Please also enter your name, address and telephone number, this will speed up the process for future visits and for your convenience, it allows you to view your order history and print invoices.

We are working hard on your school shop and it will shortly be open for business.

The site is designed to be as simple as possible to navigate, allowing you to make your purchases with the minimum of fuss. If you have any problems when using the site please call our helpline on +44 (0) 845 5276854 (9am-5pm, UK time, Monday to Friday) or email us at [customerservices@isus-ltd.co.uk](mailto:customerservices@isus-ltd.co.uk)

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**IN ORDER TO ENSURE DELIVERY OF YOUR UNIFORM BEFORE THE START OF THE NEW SCHOOL YEAR PLEASE NOTE THAT ORDERS MUST BE PLACED BY THE 31st July. (Later orders will, of course, still be sent but may not arrive in time.)**

If you cannot find the size you require on the website please contact us for assistance. We will be supplying the school with a complete size set for all garments that you can see on the website, pupils are encouraged to try them on before ordering to ensure that the correct size is selected. Please contact the school office to make arrangements to do this.

At the checkout stage you will be asked to confirm the address for delivery, this can be your home or work, please only add the company name if delivery is to be made to your place of work.

We will send you an email to confirm when your order has been despatched.

### **RETURNS AND EXCHANGES POLICY**

We offer a 100% guarantee, that if you are in any way dissatisfied with the goods you have ordered, we will exchange them or give you a full refund, providing that you have the parcel summary or other proof of purchase. Items must be unworn and returned in the original packaging and in a re-saleable condition within 30 days of receipt of your goods.

#### **Refund Procedure**

If you would like a refund, please return the item to us, unworn and complete with any packaging or ticketing. Please complete the Returns/Exchange Form, that will have been included in your parcel and send it back with the goods. Please allow 7 – 10 working days for your returns to reach us. We will endeavour to process your request for a refund or replacement as quickly as possible.

If you would like to make an exchange, the quickest way to receive your required items is to place a new order online and then return the unwanted items to us as above, we will credit your card or PayPal account, when the items are received. Please note that carriage is payable on any replacement orders (unless the goods were faulty).

If you have requested a refund, or replacement of a lower value than the returned goods, a refund will be credited back to the card used to pay for the original order. We will let you know as soon as the refund has been processed.

Delivery charges will not be refunded in the case of a return, unless the item was faulty.

Items should be returned via a prepaid, insured, traceable method, marking your package clearly as 'Returned Goods' to avoid delay at Customs. Please retain your shipping documentation so that we can complete your request in the event of the item being lost in transit.

In the unlikely situation that a garment should prove to be faulty please return the items to us for a full refund or exchange.

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Please return all items to:

ISUS Ltd  
Unit 6/7 The Brunel Centre  
Cory Way  
West Wilts Trading Estate  
Westbury  
Wiltshire  
BA13 4QT  
United Kingdom

## HELPLINE

In case of any query please contact us through one of the methods below.

- **By email**  
Send an email to us at [customerservices@isus-ltd.co.uk](mailto:customerservices@isus-ltd.co.uk). We aim to respond to your email within 24 hours of receipt.
- **By telephone**  
Call us on 08455 276854, any time between 9am and 5pm (UK), Monday to Friday.
- **By telephone from abroad**  
Call +44 (0)8455 276854
- **By post**  
Write to: Customer Services, ISUS Ltd, Unit 6/7 The Brunel Centre, Cory Way, West Wilts Trading Estate, Westbury, Wiltshire, BA13 4QT , United Kingdom.
- **Technical support**  
If you have any queries or problems with the on-line uniform shop contact our technical support email [info@isus-ltd.co.uk](mailto:info@isus-ltd.co.uk) at any time, we will get back to you as soon as we can.

## FAQ

- **Why do we have to pay in (£) sterling**  

We ask you to pay in (£) sterling because we buy from our suppliers in sterling, we cannot sell in any other currency or our prices would constantly be fluctuating and our customers would pay different prices whenever they ordered from us. This would be impossible to manage without inconveniencing our customers. We do review our prices every 12 months and always advise the school of any price changes in advance.
- **Do we have to pay VAT?**  

We are governed by The Consumer Protection (Distance Selling) Regulations 2000 which state that as we are sending orders to individual clients, UK VAT is chargeable. The VAT rule in the UK on children's clothing is complicated and school uniform is zero rated to certain sizes and then the normal 20% VAT is applied. The prices on the garments on your website already include VAT, if applicable.

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- **How much will it cost for delivery?**

We can despatch to you in 2 ways:

<u>COURIER - Delivery within 6 working days after despatch</u>	£0.00 and up	<b>£13.00</b>
<u>POST - via airmail not a trackable service.</u>	0.5 kg - 1.0 kg	<b>£8.00</b>
<u>POST - via airmail not a trackable service.</u>	0.0 kg - 0.5 kg	<b>£5.50</b>
<u>POST - via airmail not a trackable service.</u>	1.0 kg - 100.0 kg	<b>£11.00</b>

- 1. Royal Mail is the most inexpensive option but is not the most reliable. Please note that your order cannot be tracked using the postal service.**
- 2. By Courier, we use DPD or DHL, this has the advantage of being a quicker service and parcels can be tracked at all times.**

- **How long will my order take to be delivered?**

We aim to despatch within 6 working days but this increases to 10 working days during our busy period, July to September.

Parcels sent by post can take up to 20 working days to be delivered and by courier between 2 - 6 days.

- **Can we be contacted to answer questions?**

Yes, most certainly, please e-mail at any time or telephone the office during UK opening hours (9am-5pm).