

FREQUENTLY ASKED QUESTIONS:

[How should I get my son's new uniform?](#)

Every new boy will have a **personal fitting** at Tiffin Shop. This will ensure you get the right uniform for him, fitted correctly, and is also an opportunity for him to visit the school and get lots of information which he will need when he starts.

We strongly advise you not to buy any new uniform items until you have attended the fitting appointment.

[When do I bring him for his fitting?](#)

Fittings are by appointment only, and take place during the summer term before he joins Tiffin School. You will receive an email from the Admissions Department giving you information on how to book your appointment.

[Does my son have to attend the fitting? Are the appointments during his school day?](#)

Yes, we do need your son to come with you to ensure he has the right sizes. Also, you will both obtain a lot of useful information when you come, which he will need when he starts in September.

The appointments do take place during the school day. Most primary schools will consider the absence request and any communication you receive from us is proof of your appointment.

[Why do you have your appointments so long before September? What if he grows during the summer?](#)

Firstly, because we have so many boys to fit, it takes us most of the term to see them all! Secondly, it ensures we can definitely provide your son with his blazer – although we do have a wide range of sizes in stock, if his size is not immediately available we have time to re-order for September.

We are very experienced at fittings and we do allow plenty of room for growth. If your son grows more than expected, we are happy to exchange anything you buy (see our **Returns Policy**, (3) above. For items bought at new boy fittings, we ask that any returns/exchanges be brought to us in the first half of the September term).

[How do I pay for his uniform, and will we take it away with us that day?](#)

For new boy fittings we accept credit/debit cards, or cash. You will take most things home with you, unless they need to be ordered (in which case we will arrange for you to receive them later). PLEASE HELP US TO CONSIDER THE ENVIRONMENT BY BRINGING REUSABLE SHOPPING BAGS WITH YOU.

[How do I find Tiffin Shop?](#)

Tiffin Shop is located in the Elmfield building. Please ask for directions at the School Office.

[Where can I park?](#)

Parking is not permitted on the School site. Please use one of the town centre car parks.

[What are the rules for schoolbags?](#)

School bags should be plain navy or black. Tiffin Shop offers a good quality ergonomic school backpack, designed protect the lumbar region of the spine. The bags come with a one year warranty.

[After my son has started can I order something for my son to collect? When is the best time to ring you? Will you check his size?](#)

Yes, many parents ring or email to order items for their son. We accept payment by credit/debit card over the phone. We will get the order ready for him to collect, and are happy to do a size check or fitting if required.

The best time to phone us is in the morning, avoiding break time (10.40-11.00) & lunch time (12.40-13.50) as the shop is very busy with students.

[Can my son come in on his own? How can he pay?](#)

Yes, most students pop in to the shop by themselves. We are always happy to check the size, and will make sure there is growing room. Students can pay with their own debit card, or bring cash or a cheque (payable to Tiffin Shop). Alternatively, you can phone us to make payment in advance.

[What is your Returns Policy?](#)

We are usually happy to exchange any item **on the following conditions:**

- The original receipt **must** be supplied. We cannot accept returns without a receipt.
- It is returned promptly.
- It is in its original condition, with tags, packaging etc as sold.
- It has not been worn or labelled.

This does not affect your statutory rights

(All items bought from our online suppliers, Beat School Uniforms, need to be returned to them)

[How should I label my son's things?](#)

It is very important that **ALL** students' clothing and belongings are labelled.

Large Name badges for outside of kit:

At your uniform fitting we will order you some large-size name badges and these will be posted to you separately at your home address, 2-3 weeks after the fitting. These are compulsory for all students, and must be sewn on the outside of his sports kit and lab coat (see instructions below). They are to assist the teachers and enable a quick check that students are wearing their own kit.

• **SPORTS SHIRT** – Sew badge along the bottom of the shirt, just above the red edging, on the opposite side to the “Halbro” label. NB: this shirt is reversible, it can be worn either side out, so name badges must be sewn on the plain navy side AND on the red & navy side.

• **RUGBY SHORTS** (navy) & **P.E. SHORTS** (white, navy piping) – Sew along bottom of leg, front, right side.

• **LAB COAT** – Sew on left side of chest, just above the top pocket.

[Do you sell second-hand uniform?](#)

No, we only sell new uniform at Tiffin Shop. Second-hand uniform is sometimes available through ‘Trading Post’ (Tiffin Parents’ Association second-hand uniform sales).

[What happens to Lost Property?](#)

Lost items which have been found and which are named can be collected from Lost Property (table outside the main school office). Items which are not named are kept for a short time and then disposed of – either given to charity or to ‘Trading Post’ (Tiffin Parents’ Association second-hand uniform sales).