

# FREQUENTLY ASKED QUESTIONS

## Bishop Tyrrell Anglican College Uniform Shop



### Where is the uniform shop located?

The Uniform Shop is located at Bishop Tyrrell Anglican College, located next to the chapel and across from the Prep Classrooms and opposite the quadrangle.

### Can my order be delivered to the school office?

Direct collection from the uniform shop is preferred. If you are unable to collect your order from the shop, please contact the shop to discuss alternative arrangements.

### Can my child collect from the uniform shop?

Yes, once your order is ready for collection and you have received a notification, your child is welcome to collect it from the Uniform Shop.

### Where is my online order packed and dispatched from?

Online orders are packed and dispatched from the Bishop Tyrrell Anglican College Uniform Shop.

Orders are processed on the next trading day.

### Do I need an appointment to visit the Uniform Shop?

No appointment is needed to visit the uniform shop during the school term.

During school holidays, fittings may require an appointment—please check the notice board for updates.

### Can I purchase uniforms by calling or emailing the Uniform Shop?

We recommend placing your order via the online portal to ensure accuracy and prevent errors. If you require assistance, our team is happy to guide you through the process.

### What payment methods are accepted?

The Uniform Shop is cashless.

We accept EFTPOS and card payments (Visa and Mastercard only). Layby is available with a 20% deposit.

### Do you offer Layby?

Yes, Layby is available. A 20% deposit is required, with the full balance payable within three months.

Payments can be made in-store or online in as many instalments as needed during the layby period.

### How long do I have to return an item?

Refunds and exchanges are accepted on garments that are unworn and in original condition within 6 months of purchase, excluding sale items.

### How do I return or exchange items?

Returns and exchanges must be made at the On-Campus Uniform Shop.

Approved refunds will be processed to the original payment method and may take 3–4 business days.

Please note, delivery fees are non-refundable.

### What happens when my item is faulty?

Alinta provides a 12-month warranty on items with manufacturing faults (excluding wear and tear).

Please return the item to the Uniform Shop for assessment.

Note: All garments that have been worn must be laundered prior to assessment. Unwashed items will not be reviewed under warranty.

### Where can I find a price list?

A price list is available on the homepage of the online shop. Simply click the designated button to view the full list.

### Can I view my previous online orders?

Yes, your Alinta account allows you to view past orders and appointment bookings. Log in and navigate to the 'My Account' section to access this information.



### Still have a question?

We are here to help- reach out to our friendly team today

**Uniform Shop** - during opening hours

☎ 0401 036 834

✉ bishoptyrrell@alinta.com.au

**Alinta Head Office** - Mon-Fri 8am-4pm AEST

☎ 02 4321 0433

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