



Dear Island Pacific School Parents,

Cambridge Uniforms is the proud supplier of the Island Pacific School uniform. This letter provides information on how to order your school uniforms, return and exchange products, and outlines product care instructions for your uniforms.

We look forward to serving you and wish you and your child a successful year at Island Pacific School.

Island Pacific School is serviced from our Welch Street Store

Address: #135-1305 Welch Street, North Vancouver, BC V7P 1B3. Store entrance is on 1st Street.

Website: www.cambridgeuniforms.com

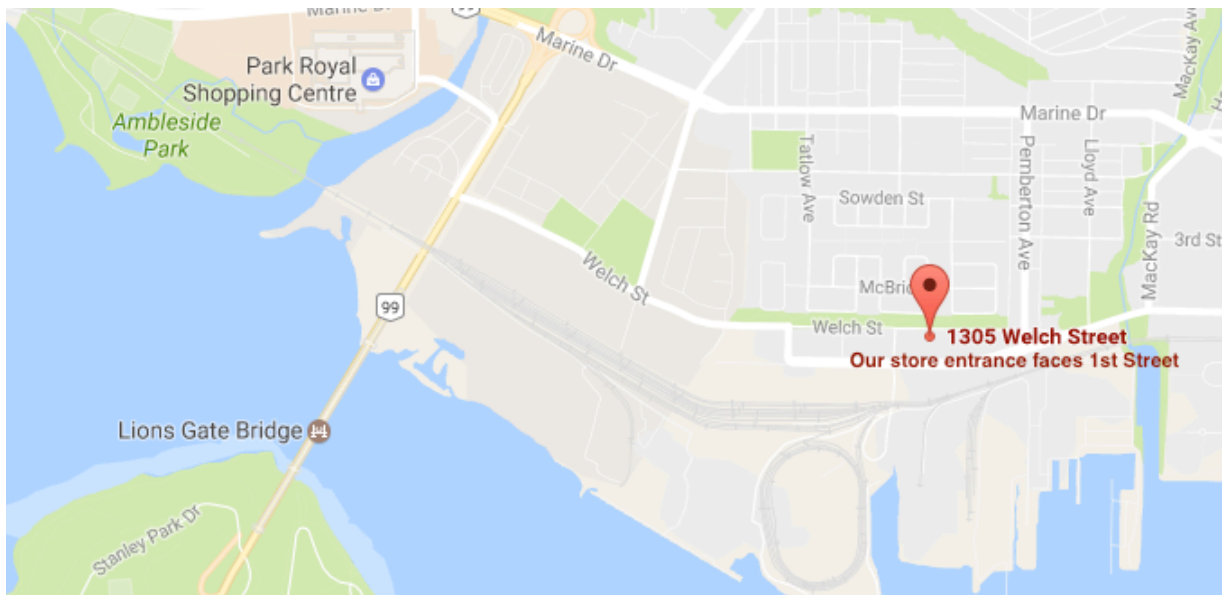
Online School Code: FIC876

Email: orders@cambridgeuniforms.com or info@cambridgeuniforms.com

Telephone: 604-924-9069 ext 1

Hours of Operation: Monday-Saturday 9:00am-5:30pm, Closed Sundays and Holidays

SAVE THE GST ISLAND PACIFIC SCHOOL DISCOUNT WEEK MONDAY, JUNE 12 – SATURDAY, JUNE 17



#135-1305 Welch Street, North Vancouver, BC V7P 1B3, Canada. Store entrance is on 1st Street.
Email: orders@cambridgeuniforms.com | www.cambridgeuniforms.com | Phone: 604-924-9069 ext 1



How to place an order

1. **ORDER ONLINE:** Placing your order online is the quickest method of ordering. Visit our website at www.cambridgeuniforms.com to create an account - School code: FIC876
2. **EMAIL US:** You may email us a completed Order Form by sending it to orders@cambridgeuniforms.com
3. **CALL US:** You may call our retail store at 604-924-9069 ext 1
4. **VISIT OUR WELCH STORE:** As our stores are very busy during the summer months we ask that between May and July you call or email in advance to book a store visit with us. Please call 604-924-9069 ext 1 or email info@cambridgeuniforms.com. Clients with appointments will be served first.

Placing orders for the new school year

To ensure that you receive your uniform order before the school year begins we encourage all families to purchase uniforms prior to July 15.

Orders placed after July 15 will be processed as promptly as possible. Please note that processing and delivery dates are subject to change from July 30 to September 15 as a result of order volume. If your child requires special sizing or has sensitivities to fabrics please contact or visit us before July 1.

Order processing timelines

After your order request has been received by Cambridge Uniforms you will receive an email with an itemized receipt of your order within 3-4 business days. If you do not receive this order / invoice receipt within 3-4 business days please email us to confirm your order request was received.

Shipments are estimated to arrive at your home within 3-4 business days after we have processed your order. You will be sent a tracking number via email from Canada Post so you may track your package online.

Please note that order processing and shipping timelines between August 15th and September 15th are increased as a result of order volume. We encourage orders to be placed prior to June 30th to avoid delays.

If an item is unavailable/your order has been partially shipped

To inquire about the estimated delivery of an item that is on order please email info@cambridgeuniforms.com.

Once your order is processed a receipt of your order will be sent to you by email. You will also be emailed a shipping notice once the item has been shipped. If an item is not available at the time of purchase the item will be referenced in the notes section of the receipt. The item will be shipped to your home in a second, complimentary, shipment.

All orders must be paid in full at the time of purchase.



Return and Exchange Policy

Full refund or exchange will be given up to 30 days from the date of purchase. Items must not have been worn, washed or altered. All tags must be intact and no name written on the garment. Hosiery, ties and hair accessories are final sale for health reasons. Discontinued, sale and custom items are final sale. For items purchased from May-August the return/exchange can be made up to September 30.

Shipping charges are the responsibility of the customer for all returns or exchanges unless the item was shipped incorrectly or damaged. Prior to shipping items to Cambridge you may be asked to email a picture of the garment to assist us with your return.

All returns must have a completed Return/Exchange Form.

Where/How to return items

All returns must follow the return policy and have a Return/Exchange Form completed with the returned items. The PDF Return/Exchange form is found on our website under Customer Care – Return Policy.

Returns can be brought directly to the Dollarton Highway location and will be processed during your visit. Or they can be mailed to:

Returns Department, Cambridge Uniforms
#112-2455 Dollarton Highway, North Vancouver, BC, V7H 0A2

If you are mailing your return and exchange: Timelines/Process

Returns are processed within 3-7 business days of receipt, during non-peak times. Once we receive your return you will be notified via email. Your receipt will be emailed to you once your return has been processed. If any questions arise regarding your return, please email returns@cambridgeuniforms.com.

All returned or exchanged items must be checked by the Returns Department to ensure that they abide by our return policy prior to processing your request. For this reason there are 2 options available for you to do a return/exchange based on your anticipated needs.

Option #1: Rush exchange

If you need a new or different item we suggest that you place a new order for the size/item you require. This will ensure you will receive your new item promptly. Mail your returned item(s) back to Cambridge. Once received and checked a refund will be issued for the value of the item being returned. Please ensure a completed Return/Exchange Form is provided with the returned item(s). Shipping charges apply.

Option #2: Non-rush exchange

Mail the returned item(s) to Cambridge Uniforms. Once the item(s) are received they will be checked to ensure they abide by the return policy. You will be notified by email upon receipt of the return. The new item(s) will then be shipped to your home. Please ensure a completed Return/Exchange Form is provided with the returned item(s).



Uniform Care Guide

Did you know that school uniforms are worn 180 days in a school year? That is a lot of wear on an article of clothing. Our focus at Cambridge Uniforms has always been to provide durable and quality garments. How the uniform is washed plays a large role in the garment's longevity. Here are some helpful washing tips:

Sweaters 100% Acrylic Pullover	Cold water wash, dryer at low heat. Do not hang dry or lay flat to dry. (Do not wash with abrasive items such as towels, Velcro, or zippers.)
Golf Shirts 100% Cotton	Cold water wash , hang to dry. Can be put into the dryer, however as with all cotton products, this will cause fabric shrinkage and fading on coloured golf shirts. White golf shirts can be spot treated with bleach, do not soak in bleach.
Sweatshirts Poly/Cotton Hoodies, Zip Hoodies	Cold water wash , hang to dry. Can be put in the dryer; however, with the cotton content in this item may cause fabric shrinkage and or colour fading and static.
Bamboo Gym T-Shirts Cotton/Bamboo	Cold water wash, delicate, lay flat to dry. Bamboo products are widely popular for their breathability, softness, and antibacterial properties. (Do not use fabric softener, strong detergents, or wash with abrasive items such as towels, Velcro, or zippers.)
House T-Shirts Poly/Cotton	Cold water wash , hang to dry. Can be put into the dryer; however, the cotton content in this item may cause fabric shrinkage and or colour fading and static.
Wicking Shorts 100% Polyester	Cold water wash , tumble dry low. (Do not wash with abrasive items such as towels, Velcro, or zippers.)
Track Suit Polyester Track Jacket, Track Pant	Cold water wash , hang to dry.

Feedback: We want to hear from you

We believe communication is the key to success. If you would like to share your experience with us, let us know how your uniforms are wearing, provide feedback on our customer service, offer a suggestion, ask questions about washing/caring for your uniforms, we encourage you to reach out to us.

Customer Service: info@cambridgeuniforms.com

Communication Director: bmail@cambridgeuniforms.com

Founder of Cambridge: pkoenig@cambridgeuniforms.com