



## **American Heritage Academy**

### **Uniform FAQ's**

**Q: When will our shop be open to accept orders?**

A: Our custom uniform web store will be open for your back-to-school purchasing beginning June 26, 2017 through July 18, 2017. Once the store dates come to a close, your order will be processed and shipped directly to the school for you to pick up in advance of our first day of school! We will communicate the arrival date as soon as the order is available for pick-up.

**Q: How long does it take for an order to arrive to the school?**

A: Your student's order will arrive to the school within 2-3 weeks of the final day of the shop order period. You will receive your embroidered polo shirts, oxfords and bottoms pre-packaged for your student for ease in distribution at no additional shipping charge to you!

**Q: How many products are recommended to ensure that my student is uniformed until the next store date?**

A: A typical student will purchase five (5) shirts to begin the school year. The rationale behind the quantity is that this reduces the amount of washing per week thus extending the life of the uniform. For additional pieces, such as bottoms, two to three pieces are recommended. Many families will purchase a combination of their student's current size coupled with a mix of the next size larger as students can grow over the summer months. For example, a typical five polo purchase may consist of three items in the current size and two polo shirts in the next size range. Our bottoms feature an adjustable waist accounting for student growth.

**Q: What if we register our child late, mid-year or we simply need additional items before the next store launch date?**

A: Our online store will reopen following the initial back-to-school dates for late enrollees and students who grow out of their uniform items unexpectedly. These students will be able to purchase their products and have them shipped directly to their home address. The best pricing available for all student uniforms will be during a shop order period. Premiums and shipping charges will apply for purchasing outside of the order cycle.

**Q: Who do I contact for assistance?**

A: If you need assistance with placing your order, identifying your child's size or simply have a delivery timing question, you can reach our customer support representative by calling 800.249.5275.