New Schoolshop Website

In the next few days we will be launching our new website which will bring a much improved online shopping experience for customers, the website address isn't changing but you may need to refresh your computer setting if you don't see the new site which looks like this:

A fresh modern look has been created which is responsive and adjusts to the device being used

If you have previously registered on our current site, we unfortunately aren't able to transfer the account data across to the new platform so if you wanted to create a customer account you'll need to do that either when you next place an order, or at any time in readiness for ordering.

You can do this by clicking on "Parents Login" in the top right hand corner of the website. Once you've created an account you'll be able to view any orders placed, update your details and retrieve forgotten passwords.

How to find your school

Below the header on the blue task bar to the right hand side is a search box titled "Find my School" if you start to type your school name in this box you will be presented with matching options, click on the option you want and your school products will load. You can also find all the schools we supply by clicking the link to "Our Schools" as shown on this image:

Clicking "Our Schools" will show all the schools we supply in alphabetical order along with the school logo for easy identification

Adding Products

Once you've found your school and all the products are displaying, click on the image of the product you want, to open the individual product page.

Select the required size and anything else you may need to choose, such as colour and quantity then add the item to your cart. To select the next product there is a drop down menu of the left had side of the screen below the school logo.
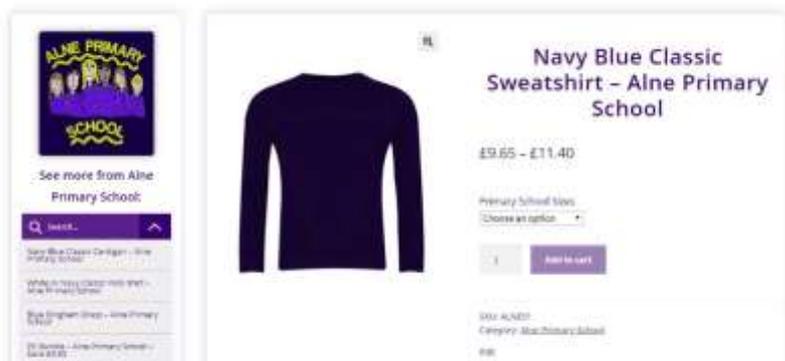
The drop down menu below the school logo will show other products for your school

Checkout

Once you have everything in your cart, which can be for more than one school you can checkout. You don't need to register to use our site, but if you do you will be able to look back over previous orders and set your delivery options, such as a work address or a relative's address.

Add all the required information, if you have a mobile number that would be the best one to use instead of your landline number, select your preferred delivery or collection option orders over £50 are delivered free.

Once you are ready to pay you will be taken to a payment page using Sagepay as we always have done. Once your payment is confirmed you be directed back to our website where you'll see an order confirmation message.

You should receive a confirmation of your payment from Sagepay and a e-mail confirmation of your order.

What next?

Once we have received your order we'll begin processing and you will receive email updates as your order progresses through our system.

We have a number of status that apply to orders such as "With Embroidery/Printing" or "With Packing"

When the order is complete you'll receive your final e-mail, if you've selected Click & Collect we'll also text you to advise you that your order is ready, provided you've given us your mobile number.

Orders are despatched with Royal Mail and it takes 2-3 days for the goods to arrive AFTER we have completed your order.

Updates during Back to School

Back to School is a very busy time and it takes much longer than normal to complete orders. Order status e-mails will keep you informed of the progress of your order, you can call us to get an update on your order but please leave 10 days from placing your order before you contact us.

Please don't come to the shop to try to get your order or to ask to make changes, we won't be able to do anything for you in the shop in relation to online orders.