



YOUR 2023 UNIFORM DETAILS



Crew neck sweatshirt



Sweat Cardigan



Cap



Book Bag

HOW TO ORDER

1

Register or login at www.trutex.com

Simply enter your school code **LEA00969SC** to start shopping.

2

Shop your uniform items and choose your delivery
- **FREE on orders over £40**

3

Pay using debit card, credit card, Paypal, or Klarna

Klarna.

Klarna - Split your order into 3 interest free payments

CONTACT US



Live Chat

9am - 5pm off peak
8am - 8pm peak
This is the quickest way to contact us



Email Us

Email td@trutex.com stating your order number followed by your query. Emails will be responded to within 48hrs. Please check your junk folder for responses



Phone Us

Call **01200 421206** to speak to a Customer Service Representative

DELIVERY

DPD Ship2shop: £3.50

This service is **FREE** on orders over £40

Standard Delivery: £4.98

This service is **FREE** on orders over £40

Next Day Delivery: £6.98

Orders placed before 2pm Monday–Thursday, Fridays order before 12 noon for next working day delivery. (Monday - Friday excluding bank holidays)

Hassle-free Returns and Exchanges

We will be happy to refund or exchange any item(s) that you are not completely satisfied with, as long as they are returned in an unused condition, within 14 days of receipt. Exchanges can be made up to 60 days from delivery. Please log your return at <https://trutex.gfs-returns.com> using your order number and email address. You can then generate your free returns label. Parcels are dropped at your local DPD shop location. Returns may take up to 7 working days to be processed by Trutex and you will be notified when this has been done. Refunds can take up to 14 days and will be processed according to your payment method. Exchange orders (like for like product only) will be sent as soon as possible in line with stock availability. Please email us with queries at td@trutex.com and we will be happy to help.

Please ensure a phone number is included on your returns note so we can arrange any additional payment if required. Replacement items will not be despatched until payment has been received.

PRE-LOVED
OUTWOOD UNIFORM
BY TRUTEX

Did you know?

You can donate your out grown uniform & purchase pre-loved online

Step 1

Donate your used uniform in the recycle points found in school

Step 2

Trutex will collect, wash and repair ready for resale

Step 3

Visit trutex.com using school code **LEA00980SC** to purchase pre-loved uniform

*Where garments are not suitable for re-sale, Trutex will recycle.

www.trutex.com

