



## Welcome to Alinta Apparel

Alinta Apparel is an Australian owned, customised School and Sports uniform manufacturer. Alinta manages over 60 uniform shops across Australia and New Zealand. Alinta has an exclusive partnership with your school to supply all aspects of the school uniform.

## Online School Shop Portal

Your school uniforms are available to be purchased at the school uniform shop. Please check your school web site or the Alinta online portal for the opening hours. You are also able to view the pricelist, book a uniform fitting and purchase uniforms online. To access this, please follow the step below: Step 1 : Go to [www.alintaapparel.com.au](http://www.alintaapparel.com.au), click on "online Shopping" then "register"

## Uniform Sizes

In order for Alinta to provide new students with uniforms, it is essential that all new students visit the uniform shop. We stock a wide range of sizes in all of our schools, however, if you suspect you need a special size made either smaller or larger, please visit the shop as soon as possible for your fitting. A special make up order (SMU) may be required and depending on the circumstance this can take up to 12 weeks.

## Extended Hours

The uniform shop generally operates school term only, during January and back-to-school periods the shop will have extended opening hours. During regular school holidays not every school will be open, please visit the online shop portal to view any possible extended hours.

## Refunds, Exchanges and Warranty

Alinta will exchange for another product or size and will refund if you change your mind. All garments must be unworn, not washed and still have original tags and packaging. All items have a 12 month retail warranty, if you are not satisfied with your product, please take the garment to the uniform shop for assessment. If the item is deemed faulty, a replacement will be given.

## FAQ

**Q: Can you Layby? And how much is the deposit?**

A: Yes you can. Laybys can only be processed in store and requires a 20% deposit.

**Q: Can you purchase online and is there a delivery fee?**

A: Yes definitely, to place an order online, log into your account or create one and click on the "shopping" tab. There is a flat fee for all delivery items, all orders will be posted when your shop is next open. Delivery takes 2-5 business days and is shipped using Australia Post.

**Q: What are your payment options?**

A: Alinta accepts, Visa, Mastercard and Cash.

**Q: If the uniform shop is closed and I urgently need to speak with someone, who can I call?**

A: Alinta Head Office, if you are after urgent answers please phone 02 4321 0433.

**Q: Who can I contact if I have a compliment or a complaint?**

A: Alinta loves feedback, if you need to contact us about your shop experience, please email [info@alinta.com](mailto:info@alinta.com)

**Q: Do you stock second hand uniforms?**

A: Some schools may have a second hand rack in store, otherwise second hand may be organised by your school or school community. It's recommended that you phone your uniform shop for clarification on second hand uniforms.

