

Terms & Conditions

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These Terms and Conditions ("Terms") outline the rules and regulations for using our website and services. By accessing or using our website, you agree to comply with these Terms. Please read them carefully before making a purchase.

1. General Information

1.1. About Us

School Wear United is a UK-based online retailer specialising in school uniforms and related accessories. Our registered address is:

School Wear United

3 Crown Dale

London, SE19 3PB

Phone: 0844 740 1983

Contact us at info@schoolwearunited.co.uk or via [WhatsApp](#) for support.

1.2. Scope of Terms

These Terms apply to all users of our website, including those purchasing products or engaging with our services. They comply with the UK Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013 and other relevant laws.

2. Placing an Order

2.1. Eligibility

By placing an order, you confirm that:

- You are at least 18 years old or have parental/guardian consent.
- The details you provide are accurate and up to date.

2.2. Order Confirmation

Once you place an order, you will receive an email confirmation. This serves as acknowledgment of your order but does not constitute acceptance. We reserve the right to refuse or cancel orders due to:

- Stock unavailability.
- Pricing or listing errors.
- Suspected fraudulent activity.

2.3. Payment

We accept payments via major credit/debit cards, PayPal, Klarna, Amazon Pay, Apple Pay, and Google Pay. Payments are processed securely, and your payment information is not stored by us.

3. Delivery Policy

3.1. Delivery Timeframes

Delivery options and timeframes are outlined on our Delivery Information page. While we strive to meet these timeframes, delays may occur due to factors beyond our control (e.g., courier delays or peak periods). Orders are dispatched within 1–2 business days unless stated otherwise.

3.2. Free Delivery

Orders over £75 qualify for free Economy Delivery. Full details of delivery costs and upgrades are provided at checkout.

3.3. Tracking

Real-time delivery updates depend on the courier's capabilities. School Wear United is not responsible for delays once the package has been handed to the courier.

4. Cancellations and Returns

4.1. Right to Cancel

Under the Consumer Contracts Regulations, you have the right to cancel your order within 14 days of receiving your items. To exercise this right, you must notify us via email or WhatsApp.

4.2. Exemptions

The following items are exempt from cancellation:

- Personalised or customised items.
- Products that are unsealed and unsuitable for return due to hygiene reasons (e.g., socks).

4.3. Return Process

To return an item, contact us to arrange a return authorisation. Items must be:

- Unworn and in their original packaging.

- Returned within 14 days of notifying us of your intent to return.
- Return postage costs are the customer's responsibility unless the item is faulty, damaged, or incorrectly supplied. Refunds will be processed within 14 days of receiving the returned item.

For more details, please refer to our **Returns Policy**.

5. Product Information and Availability

5.1. Accuracy of Information

We strive to ensure product descriptions, images, and pricing are accurate. However, slight variations (e.g., colour due to screen settings) may occur.

5.2. Stock Levels

Products are subject to availability. If an item is out of stock, we will notify you promptly and offer an alternative or refund.

6. Customer Accounts

6.1. Account Creation

Creating an account is optional but recommended for faster checkout and access to order history.

6.2. Account Security

You are responsible for maintaining the confidentiality of your account credentials. Notify us immediately of any unauthorised access.

7. Liability and Indemnity

7.1. Limitation of Liability

School Wear United is not liable for:

- Indirect or consequential damages.
- Losses arising from delays or disruptions beyond our control.

7.2. Indemnity

By using our website, you agree to indemnify School Wear United against claims, damages, or expenses arising from your misuse of the site or breach of these Terms.

8. Privacy and Data Protection

We are committed to protecting your privacy. For details on how we collect, use, and store your data, please refer to our **Privacy Policy**.

9. Intellectual Property

All content on our website, including text, images, and graphics, is owned by School Wear United or licensed for use. You may not reproduce, distribute, or exploit any content without prior written consent.

10. AI-Generated Content

10.1. Use of AI-Generated Text and Images

School Wear United utilises artificial intelligence (AI) technologies to enhance various aspects of our website, including customer support interactions, product descriptions, marketing content, and imagery. While these AI-assisted elements are curated and reviewed for accuracy, they may still contain minor inconsistencies or require human interpretation.

10.2. Customer-Facing AI-Powered Support Agents

Our website features AI-powered chatbots ("Agents") designed to provide responses to common inquiries. While we strive to ensure the accuracy of the information provided, AI-generated responses should not be considered definitive. For complex or urgent matters, we encourage users to contact our human support team directly via WhatsApp or email.

10.3. AI-Enhanced Visual Content

Certain product images, promotional materials, or website visuals may be partially or entirely enhanced using AI tools. These enhancements are intended to improve clarity and representation; however, product colours, textures, and details may still vary slightly from the physical items due to screen settings and manufacturing variations.

10.4. Limitations of AI-Generated Content

While we make every effort to ensure that AI-generated text and images meet our quality standards, School Wear United is not liable for any misunderstandings or misinterpretations arising from such content. Users should verify product details or reach out to our support team for any clarifications.

10.5. Right to Modify or Update AI-Generated Content

We reserve the right to modify, update, or remove AI-generated content at any time to maintain accuracy, compliance, and relevance. Any changes to this policy will be reflected in the latest version of these Terms.

11. Governing Law

These Terms are governed by the laws of England and Wales. Disputes arising from these Terms will be subject to the exclusive jurisdiction of the English courts.

12. Changes to Terms

We reserve the right to update these Terms at any time. Changes will be effective immediately upon posting on our website. Continued use of the site constitutes acceptance of the revised Terms.

If you have any questions or concerns about these Terms, please contact us at info@schoolwearunited.co.uk or via [WhatsApp](#).