

EMBLEMATIC LTD
QUALITY EMBROIDERY & PRINTING

Jesmond Park Academy

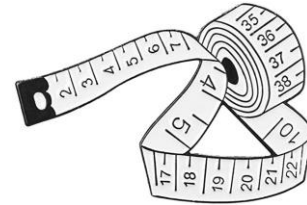
Our belief is that:

- Your uniform is an important part of Jesmond Park Academy identity as it reinforces who you are in the community and helps allow students to feel pride in their school.
- It ensures that students are not put under any pressure because of the type of clothes they wear and all are treated equally.
- We believe it will prepare students for life after school where many will have to dress smartly when entering the world of business
- In essence, we are here to support you the parents and schools in buying affordable, good quality clothing for school which your children/pupils will like to wear.

What has happened in 2022:

- Our main change this year is the Customer Knowledge Base which was released in Feb 2022
This can be found on on the Emblematic home page thus allowing you to ask a question and get an answer straight away.
(This was set up using the most requested questions asked within the last 2 years by customers)
- This year we have concentrated on increasing the amount of uniform storage locations.
allowing us to keep more stock in locations closer to your school.
- Please note that our returns policy is 14 days from delivery (exemptions can made in special circumstances). - <https://emblematic.co.uk/returns-policy>,
- We have teamed up with a company called **Klarna**, to offer an **interest free 3-payment plan** to help spread the costs of uniform over three equal payments thus reducing the strain and worries about any unexpected costs.

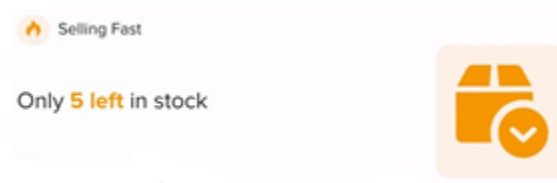
- We offer free paper measuring tapes (available from School on request) to help with measuring students.



- Our new independent Call Centre has been running for a year now and can handle up to 1000 calls a day, when talking to the call centre you will be asked to provide certain information, please provide this as it will allow us to respond sooner to you



- Our website has been updated to Magento 2, which allows for far more integration with our shops and will enable stock holding to be shown online in real time making it quicker to see if items are available straight away to save you time.



Postage and Returns Policy:

- At the moment there are no free post offers available but this can change at any time.
- We currently offer a free returns system with Royal Mail, where parents use our website to return items, parents must then make a new order for the correct size (i.e. this is not an exchange service, due to COVID-19, garments must be safely stored before going back into stock). - <https://www.royalmail.com/track-my-return/create/1684>



- Please note the following that :
All items that are returned are kept isolated for a minimum of 5 days before being offered for sale again.
So you can be sure that the items you buy are safe.

How do you order your Uniforms:

- Uniforms can be ordered on line and purchased in our Longbenton Store.
- Which can be found at the following location:

Emblematic Ltd, Unit 26, North Tyne Ind Est, Longbenton,
Newcastle upon Tyne
NE12 9SZ

Our opening hours are 9am to 5pm, Monday to Friday and during the months of July and August the shop will open on Saturday from 10am to 4pm.



How do you order your Uniforms:

- Uniforms can be ordered online via our website at emblematic.co.uk.

- Create an account (this will be easier for you in the long run).
- Log in.
- Click on the Longbenton store link.
- Click on your school's name which can be found in alphabetical order.
- If you are using a discount code/voucher, please enter this in the discount code box rather than the gift card box.

The screenshot shows the Emblematic website interface. At the top, the logo 'EMBLEMATIC QUALITY EMBROIDERY & PRINTING' is displayed. Navigation links include 'My Account', 'Sign In', 'My Cart', and 'Checkout'. A secondary navigation bar lists store locations: 'LONGBENTON STORE', 'BEDLINGTON STORE', 'DURHAM HIGH SCHOOL', 'ONLINE ONLY SCHOOLS', 'CLUBS', and 'SHOES'. A red circle with the number '3' highlights the 'LONGBENTON STORE' link.

The main content area is titled 'Customer Login'. It is divided into two sections: 'Registered Customers' (marked with a red circle '2') and 'New Customers' (marked with a red circle '1').

The 'Registered Customers' section contains a form with fields for 'Email *' and 'Password *', a 'SIGNED IN' button, and a 'Forgot Your Password?' link. A reCAPTCHA widget is also present.

The 'New Customers' section contains a 'CREATE AN ACCOUNT' button and a descriptive text: 'Creating an account has many benefits: check out faster, keep more than one address, track orders and more.'

Below the login forms is a list of schools, organized in two columns. A red circle with the number '4' highlights the 'Walker Riverside Academy' link in the second column. The schools listed include: Battle Hill Primary School, Benton Park Primary School, Coquet Park First School, Darras Hall Primary School, Gosforth Academy, Greenfields Community Primary School, Jesmond Park Academy, Marden Bridge Middle School, New York Primary School, Ravenswood Primary School, South Gosforth First School, St Bernadettes RC Primary School, St Thomas More Catholic High School (North Shields), Walkergate Primary School, West Jesmond Primary School, Whytrig Middle School, Beacon Hill School, Christ Church C of E Primary School, Cramlington Learning Village, Denbigh Primary School, Gosforth Central Middle School, Hadrian Park Primary School, Kings Priory School - Reception to Year 4 Uniform, Marden High School, Norham High School, Redesdale Primary School, Spring Gardens Primary School, St Columba's R.C. Primary School, St Thomas More Catholic School (Blaydon), Walker Riverside Academy, Westmoor Primary School, and Misc Items.

At the bottom of the page, there are sections for 'SHIPPING METHODS' (with options for £2.99, Delivery Service, and Home Delivery), 'PAYMENT METHODS' (featuring Opayo Sage Pay Direct), and an 'ORDER SUMMARY' button. A red circle with the number '5' highlights the 'Apply Discount Code' dropdown menu, which also includes a checkbox for 'Use Gift Card to check out'.

Will I get my uniform before term starts?

- We are advising parents and carers to order their uniforms before the 24th **July 2022** to ensure delivery.