



**CAMBRIDGE**  
**UNIFORMS**  
*est. 1994*

## RETURN/ EXCHANGE FORM

We believe that every sale is unique, as is the same with returns. Our goal is to ensure that our clients are taken care of while being conscientious of our policies. Refunds are issued back to the original form of payment or a Gift Card. Shipping charges are the responsibility of the client. We do not offer school pick ups or returns. All returns may either be brought back to the store of purchase or mailed back to Cambridge Uniforms.

### **BACK TO SCHOOL RETURNS/EXCHANGES**

As you can imagine, August to September is our busiest time. We will always do our best to process your return or exchange as promptly as possible. We appreciate your patience and understanding during this time. If you have a question about returns/exchanges please email us at [orders@cambridgeuniforms.com](mailto:orders@cambridgeuniforms.com). Alternatively you may call our client care centre at 1-800-924-9069 ext 1 or 604-924-9069 ext 1. If you leave a voicemail please allow for 24 hours for a return call.

### **RETURN POLICY**

Items purchased from May through to August will have an extended return/exchange timeline to September 30th. Full refund or exchange will be provided up to 30 days from the date of purchase. All tags must be intact, and no name written on the garment. Items must not be worn, washed or altered. Hosiery, ties and hair accessories are final sale for health reasons. Discontinued, sale and custom items are final sale.

### **MAILING RETURNS/EXCHANGES**

**Mail to: Cambridge Uniforms, 112-2455 Dollarton Highway, North Vancouver, B.C. Canada, V7H 0A2.** Please have the Return/Exchange form filled out completely to avoid delays in processing your request. Shipping charges are not refunded and are the responsibility of the client. Returned items are processed in order of their returned date. From August 15 to September 15 we receive a high volume of orders, returns and exchanges, we appreciate your patience.

### **EXCHANGES**

The quickest method for an exchange is to place a new order. You may do this by visiting our website at [www.cambridgeuniforms.com](http://www.cambridgeuniforms.com), entering your school code and placing a new order. The exchange item(s) can be mailed back to us and a refund will be issued upon receipt of the return.

### **SHIPPING CHARGES**

Shipping charges are the responsibility of the client. We do not refund shipping charges.

**PLEASE TURN OVER PAGE TO COMPLETE RETURN/EXCHANGE FORM**

