

# HAPPY FISH - UNIFORM ORDER FORM

## Portway Junior School

### Parents to source and supply:

1. Shorts/Trousers/Skirts/Pinafores: GREY or BLACK
2. Shoes: BLACK (No trainers, heels or boots)

### Essential items parents to purchase from appointed supplier:

<b>Item</b>	<b>Colour</b>	<b>Sizes Available</b>	<b>Cost</b>	<b>Quantity</b>
Sweatshirt with Logo	Royal	Ages: 5-6, 7-8, 9-10, 11-12, 13	£6.80	
Cardigan with Logo	Royal	Ages: 5-6, 7-8, 9-10, 11-12, 13	£7.70	
PE T-Shirt with Logo	Sky	Ages: 5-6, 7-8, 9-10, 11-13	£3.40	
PE Shorts	Royal	Ages: 5-6, 7-8, 9-10, 11-12	£2.40	

### Optional items parents can choose to purchase (or not) from appointed supplier:

<b>Item</b>	<b>Colour</b>	<b>Sizes Available</b>	<b>Cost</b>	<b>Quantity</b>
Polo Shirt with Logo	Sky	Ages: 5-6, 7-8, 9-10, 11-13	£5.60	
Premium Fleece Jacket with Logo	Royal	Ages: 5-6, 7-8, 9-10, 11-13	£8.40	
Mistral Reversible Jacket with Logo	Royal	Ages: 5-6, 7-8, 9-10, 11-12, 13	£12.05	
Junior 5 Panel Cap with Logo	Royal	One Size	£3.25	
Junior Legionnaire Cap with Logo	Royal	One Size	£3.55	

Parents Name:

Parents Phone Number:

Parents Address:

Supplier: Happy Fish

Tel: 01264 393315

Email: sales@hfos.co.uk

Website: www.hfos.co.uk

Online Ordering: <http://hfos.opnet.co.uk>

Login Details: (Account) PORTWAY1 – (User) JUNIORS – (Password) UNIFORM

## School Uniform Frequently Asked Questions

- Our hours of business are 9:00am to 5:30pm, Monday to Friday. We are closed at weekends and bank holidays.
- Orders are to be placed on our website (<http://hfos.opnet.co.uk>), alternatively you can order by phone or email, our number is 01264 393315 and our email address is [sales@hfos.co.uk](mailto:sales@hfos.co.uk).
- To order online you will need a password which will be provided by your school or please contact us for the information. Ordering online is very simple and you can access all the necessary information about each item of clothing and view our full range such as trousers and skirts.
- Trouble logging onto our website? If you are able to view our website then please double check that the login details provided are entered correctly as this would be the only cause of failure. If you're unable to view our welcome page then there is a technical issue which we would need to resolve for you to be able to logon.
- Once you have finished your order, please only enter your name and phone number on the checkout screen. Do not try to change the delivery address on the checkout screen, we will call you within 24 hours after placing an order online to take your address and organise delivery.
- Sizing, we appreciate it can be difficult to choose the correct size clothing. Best advice is to measure your child's chest in inches before ordering. We provide sizes in age and inches to help as much as possible. If you do purchase an item that is either too big or small we will be more than happy to exchange within 30 days of delivery if the garment tags are still attached and in a resalable condition.
- You will only be able to physically see and try on the range of uniform at Parent Meetings that take place at your school during certain times of the year. Our warehouse is not suitable for you to visit and try on clothing.
- Deliveries are free of charge if your order is £10.00 or more, a small delivery charge of £2.50 ex VAT is applicable if under £10.00. Deliveries are made direct to your home or place of work during our opening hours. If we arrange a delivery and you are not available please let us know within 2 hours of the agreed time.
- Deliveries are generally made on a next day basis, however during May-August this may be extended to 2 to 4 weeks due to higher demand.
- Payments are due on delivery, we only accept cash, cheques or Hampshire County Council vouchers. We do not accept any credit or debit card payments on our website or over the phone.
- If you wish to return an item, it will only be granted if the item still has the tags attached or in a resalable condition. A re-stocking fee of 20% will be applicable for unwanted items.

Hopefully all your questions have been answered, should you wish to ask something that has not been answered above please call 01264 393315 or email [sales@hfos.co.uk](mailto:sales@hfos.co.uk). Thank You.