

Dear Vancouver Talmud Torah Parents,

Cambridge Uniforms are the proud suppliers of the Vancouver Talmud Torah uniform. This letter is to outline the process for ordering and returning products. The Vancouver Talmud Torah uniform is serviced from our Welch store located at #135-1305 Welch Street, North Vancouver, BC, V7P 1B3. The telephone for the store is 604-924-9009. Directions to our store can be found on our website www.cambridgeuniforms.com under the tab Contact Us.

We have several options available for placing an order. Please find an outline of these options and what to expect when ordering your child's uniform with us. You may place an order through the following methods:

1. **We are visiting Vancouver Talmud Torah on May 12th, 2015 between 10:00am and 4:30pm. Please book your fitting appointment in advance at the school's reception.**
2. **Coming into the Welch store at #135-1305 Welch Street, North Vancouver, BC, V7P 1B3. Between the months of May-July we ask that you call into our store at 604-924-9009 to pre book your summer fitting.** We generally find that an in-store proper uniform fitting takes approximately half an hour for Kindergarten through Grade 2 students and up to forty-five minutes for a Grade 3 through Grade 12 students. This takes into account the time needed to try on each garment to ensure a correct fit.
3. **By Fax:** You may fax us a completed Order Form by sending it to 604-924-9927.
4. **By Email:** You may email us a completed Order Form by sending it to orders@cambridgeuniforms.com.
5. **Over the Phone:** You may call our retail store at 604-924-9009. Your receipt will be emailed to you once the order has been processed.
**If you require an Order Form, you may request one via email by contacting us at orders@cambridgeuniforms.com.*

Once we have confirmed your order via email it will be processed within 3-7 business days. Orders are shipped to your home, although you are welcome to pick up your items at our Welch location if this is preferred.

Shipments to your home are estimated to arrive at your home within 2 business days after processing. You will be sent a tracking number via email so you may follow your package online.

If there are any items that are not available they will be put on order for you. Once these items come into stock they are shipped to the school in one of our bi-monthly deliveries. No additional shipping charges apply.

Returns can be dropped off or mailed to the Welch store location Attention: Returns Department at Unit #135-1305 Welch Street, North Vancouver, BC, V7P 1B3. Once we receive your return you will be notified via email. Your invoice will be emailed to you once your return has been processed, and if there any items requested for exchange you will be notified by email or a telephone call to let you know when to pick it up at the Welch store.

To ensure your return is processed as efficiently as possible, please fill out a Return/Exchange Form and include it with your shipment. This is included in orders, and may also be found on our website at www.cambridgeuniforms.com, or can be requested by emailing us at orders@cambridgeuniforms.com. Returns including a completed Return/Exchange Form are processed within 3-7 business days of receipt.

Please note that during August and September the estimated processing dates are subject to change during our high season. In order to receive your order before the start of the school year, we ask that all orders be submitted by August 1st.

If you should have any questions or concerns, please call us at 604-924-9009. We are always happy to hear from you.

ADDRESS	STORE HOURS	WEBSITE & EMAIL
Unit #135 – 1305 Welch Street (store entrance is on 1st Ave.) North Vancouver, BC V7P 1B3 Tel: 604-924-9009 Fax: 604-924-9927	MONDAY-FRIDAY 9:00-5:30 SATURDAY 10:00-5:30 We are closed on Sundays and on Statutory Holidays.	WEBSITE www.cambridgeuniforms.com ORDERS orders@cambridgeuniforms.com