

## **Online Ordering For Parents**

Step 1 – Visit the SWI website (<u>www.swi.co.uk</u>) and click on the **Parents / Schools Login** link.

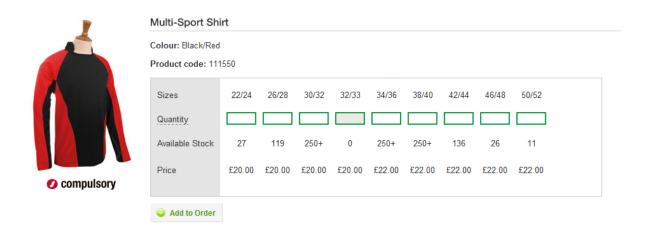


Step 2 – If you are a new customer, click on the register here first link.

Step 3 – Complete the registration form providing your own details as well as your child's name and the school they attend. If your child is about to start at the school, please tick the **New starter** box. Choose a password which you will need to use every time you login to the website.

Step 4 – After you have confirmed your details are correct, click the link to take you to the ordering page.

Step 5 – On the ordering page you will be presented with a list of products divided into 3 categories. Boys and Girls Uniform are shown under the first 2 tabs and optional accessories from SWI are shown under the green Accessories tab.



- Step 6 Enter the required quantity into the green box underneath the size you require and then click the **Add to Order** button. You must do this for each product.
- Step 7 Take note of which items have been specified as compulsory by the school. These are indicated by the **compulsory** and **optional** icons below the product image.
- Step 8 Once you have added the required items to your basket, click the **Your Basket** link at the top right hand side of the screen. On this page you can adjust the quantity you require as well as remove unwanted items. When you are happy with your basket's contents, click the **Proceed to Checkout** button.
- Step 9 Select a delivery address. This can be either the home address you entered during registration or the address of the school.
- Step 10 Please enter a delivery message that is used if nobody is available to sign for the package delivered by our courier. An example message would be "Leave with neighbour".
- Step 11 Review your order and enter your card payment information. We use a VeriSign SSL certificate to ensure the safety and security of your important information.
- Step 12 Once your order is complete, you will receive a notification email with details of your order as well as an order reference number which you can quote if you need to speak to us about any aspect of your order.

## Have a question?

If you have a question regarding your order, please do not hesitate to get in touch with us. To speak to one of our customer service team directly, call **0845 519 00 99**. You can also contact us via email at sales@swi.co.uk.