



**Gilbert Christian**

## **Uniform FAQ's**

### **Q: When will our shop be open to accept orders?**

A: Our custom uniform web store will be open for your back-to-school purchasing from June 29, 2016 to July 13, 2016. Once your order is placed, a customer service representative will contact you to confirm the order and verify sizes.

### **Q: How long does it take for my order to arrive at my home?**

A: Your student's order will arrive to the school within 2-3 weeks of the final day of the shop order period. French Toast Premium creates a customized order for your student; you will receive your embroidered polo shirts, jumpers and bottoms pre-packaged for your student for ease in distribution at no additional shipping charge to you!

### **Q: How many products are recommended to ensure that my student is uniformed until the next store date?**

A: A typical student will purchase five (5) polo shirts to begin the school year. The rationale behind the quantity is that this reduces the amount of washing per week thus extending the life of the uniform item beyond the already guaranteed French Toast 50 wash minimum. For additional pieces, such as jumpers and bottoms, two to three pieces are recommended. Many families will purchase a combination of their student's current size coupled with a mix of the next size larger as students can grow over the summer months. For example, a typical five polo purchase may consist of three items in the current size and two polo shirts in the next size range. Our bottoms feature an adjustable waist accounting for student growth.

### **Q: What if we register our child late, mid-year or we simply need additional items before the next store launch date?**

A: Our online store will reopen following the initial back-to-school dates for those who wish to order additional items. French Toast products may be purchased and shipped directly to a home address throughout the year.

### **Q: Who do I contact for assistance?**

A: If you need assistance with placing your order, identifying your child's size or simply have a delivery timing question, you can reach our customer support representative by calling 800.249.5275.