

UNIFORM INFORMATION

FAQ

How do I get a refund for my blazer/Jumper?

If you have made an order for a blazer and you do not require it you will be able to get a full refund. This can either be done via our Accounts team who will be available on 18 and 19 June at the transition evenings at 6.00pm in the North Site canteen. Alternatively you can email accounts@helston.tpacademytrust.org. Please note that it will be necessary to give a full refund as funds cannot be transferred over to purchase another item of uniform; refunds can take up to three days and the monies will be refunded to your original payment method.

How do I order/purchase College uniform?

If you wish to order any items of College uniform, this can be done:

- i) Via our College shop on the website here: [Helston Community College Shop \(parentpay.com\)](https://parentpay.com)
- ii) Or from North Site Reception – Cash only

Please note that jumper orders can take up to 4-5 weeks to be delivered. If you would like a jumper, please order as soon as possible.

How do I know what size will fit my child, or know the quality of the blazer or jumper?

There will be samples available on the transition evenings or at North Site Reception of the blazer and jumper should you wish to look or try anything on.

Where do I collect my uniform order from?

Uniform orders can be collected from North Site Reception Monday – Friday 8.15am – 4.15pm during term time. Some collection days during the summer holiday will be published on the website when finalised.