



Welcome to ISUS Ltd, the school uniform company d'Overbroeck's College has chosen to supply their uniform and sportswear.

If you have any problems you can email us customerservices@isus-ltd.co.uk or call us 01865 331190. We offer email support 365 days a year and our offices are open from 9am – 5pm (UK time) Monday to Friday.

1. Sizing - to help you with the selection of the correct size, each item has its own size chart. If you need any further advice or assistance please contact us.
2. You will need to have a credit card or Paypal account to make the payment for your uniform.
3. Your uniform shop can be found on the following website www.isus-ltd.co.uk, or alternatively by clicking on the link from your school's website.
4. Select the **SCHOOLS** option from the list on the left hand side.
5. Select your school name from the list.
6. Enter the passcode and click the **SUBMIT** button. You will now be taken to the uniform shop for your school. If you do not have a passcode then please contact us at customerservices@isus-ltd.co.uk.
7. On the left hand side menu you can select the section of the college relevant to your child.
8. You will then be asked to select from either uniform or sportswear.
9. Click on the item you would like to purchase you will then be given more information about that item, including the size chart information and pricing.
10. You can change the size of the item by clicking on the up and down arrow keys.
11. Click on the size you would like to buy and then click **add to cart**.
12. You will be taken to your shopping cart at this stage you can increase the quantity or remove the item from your shopping cart. Please select **UPDATE** to save the changes, use the **BACK** button to go back to the original item page and then the back arrow on your Internet browser to return to the full uniform list.
13. The contents of your cart are displayed on the right hand side of the screen.
14. When you have finished shopping select the **CHECKOUT** button.
15. If this is the first time you have used our site you will be asked to **REGISTER**.

16. If you have shopped with us before please enter your email address and password to log in. If you have forgotten your password please follow the instructions on screen.
17. During the registration process you will be asked to enter your personal contact details and to choose a password. Click on the **SUBMIT** button.
18. The next screen allows you to select a shipping address. We are very happy to deliver to any address of your choice home, work or school. Please note that there must be someone at home to receive the parcel. Please ensure that your delivery address is correct and that the postcode and telephone number are quoted.
19. The next page is the billing address, this is the address where your credit card is registered. You can change the address on this page.
20. Choose whether you wish to pay by credit card or Paypal and select the **NEXT** (Review details) button.
21. You are now given the opportunity to check the information you have provided.
22. When you are happy with the order click on the **PLACE ORDER** button.
23. You will be redirected to a secure payment site.
24. Select the type of card that you wish to use to make the payment
25. Enter your credit card details as instructed and click on the **PROCEED** button.
26. If the transaction has been successful you will receive a confirmation from the payment processing company and one from our ordering system this will contain your unique order number. Orders that are rejected at the payment stage will not be processed and you will need to try again.
27. We will email you when your order is despatched. Despatch times are usually a maximum of six working days after the receipt of your order.
28. Invoices can be downloaded from the website after your order has been despatched.
29. After registration your shopping basket will be saved if you do not complete the checkout process.
30. If you would like to return an unsuitable item please go to the Terms and Conditions section of our website for detailed instructions of how to do this. Items may be left at the school for us to collect, please ensure that your items are accompanied by a returns note (which can be downloaded from our website) and that they are securely packaged.

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