



March 1, 2024

Dear Fraser Valley Adventist Academy families,

WELCOME TO CAMBRIDGE UNIFORMS

We are honoured to be the uniform provider for Fraser Valley Adventist Academy and look forward to assisting you with your child(ren)'s uniform(s). This letter will outline how to place your orders, how to connect with our team for assistance and also provides important information about when to place your orders for the school year starting September 2024.

Your back to school shopping can be done either online or at our retail store. Please ensure you visit the store designated to serve your school.

YOUR SCHOOL IS SERVICED FROM OUR DOLLARTON LOCATION

#112-2455 Dollarton Hwy, North Vancouver, BC, V7H 0A2

To ensure that you and your family have a successful first day back to school in September 2024 it is imperative that your order be placed by **June 15, 2024**.

At Cambridge Uniforms we will do our very best to have everything in place for the start of the coming school year. Some shipment delays are expected and ordering early will help to ensure your items are ready for your child(ren)'s back to school requirements.

We do our very best to plan for the unpredictable. We ask for your help to plan ahead for your child(ren)'s uniforms.

FREE SHIPPING FOR ORDERS OVER \$250.00 (BEFORE TAX) WILL BE AVAILABLE FROM MAY 1, 2024 TO JUNE 15TH, 2024.

Regular shipping rates will apply as of June 16, 2024.

Please mark your calendars and place your uniform orders no later than **June 15, 2024**.

STORE HOURS OF OPERATION

9:00 am - 5:30 pm Monday-Saturday, closed Sundays and Statutory holidays.

CONTACT US

If you have questions we are here to help.

The best way to reach us is through our [contact us page online](#).

We experience a high volume of emails and calls in August and September.

We will always do our best to reply to you in a timely manner.

We appreciate your kindness and understanding should there be delays during this time.

We thank you for taking care of your uniform requirements by June 15, 2024 and wish you and your child(ren) a successful year ahead.

Warm regards,

CAMBRIDGE UNIFORMS



CAMBRIDGE UNIFORMS

STEP 1: ACCOUNT

Whether you plan to shop online or in store you will require an online account.

- New families: Create an account at your earliest convenience on our website at www.cambridgeuniforms.com. Your online school code is: **VAL825**
- Returning families: Log into your existing account and ensure your email, telephone number and shipping address is current.

STEP 2: SIZING

NEW FAMILIES, SIZING

- If you are new to Cambridge Uniforms or your child(ren)'s sizing has changed considerably we suggest an in-store fitting or an online Zoom fitting.
- During your fitting our staff will guide you through the uniform policy while fitting your child(ren). If the fitting is in-store you will leave with your uniform. Any items that are unavailable will be shipped to you once they are in stock. This is a complimentary shipment. If it is a Zoom fitting items will be shipped once your order is placed online.
- Fittings for new students will take 30-45 minutes.
- Store capacity impacts the number of families we can serve in a day. When you visit the store we ask that only 1 parent be in attendance with the child(ren) requiring assistance. It is best to book an appointment so you can be assisted at the time you choose. In store fittings can be booked at orders@cambridgeuniforms.com. Thank you for your patience and understanding should there be wait times to enter the store.
- Zoom fitting can be booked through the Online Fitting link below.

RETURNING FAMILIES, SIZING

- If you have ordered uniforms in the past year you can access your sizing details in your online account. In most cases students require one size up unless they have had a significant growth spurt.
- If there are only a couple of items that you require sizing assistance with you may book an online zoom fitting. We suggest that you have your current uniform on hand which will help during your online fitting. Please ensure your child(ren) are with you for the Zoom fitting and you have a tape measure available.
- Try using the smart sizing tool called "What's my size / Calculate my size". This is found in the size chart of each garment. Follow the guidelines for measuring, enter your child's measurements and a size is suggested based on the measurements provided.
- Re-ordering online is easy and orders are shipped to your home or can be picked up in store.

For information on our return policy, please follow the link.

<https://www.cambridgeuniforms.com/pages/return-policy>

Visit us online

CREATE AN ONLINE ACCOUNT
CLICK HERE

SCHOOL CODE
VAL825

www.cambridgeuniforms.com

Online fitting

Allow us to help you with sizing and introduce you to our website and to your school uniform. You are steps away from scheduling your fitting with us!

BOOK YOUR ONLINE FITTING
CLICK HERE

zoom

Stay connected

We are here to assist you.

orders@cambridgeuniforms.com

604-924-9069

Hours: M-S 9:00 am to 5:30 pm
Closed Sunday and Statutory Holidays

We recommend to place your orders by

JUNE 15