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| **UNIFORM COLLECTION** |
| Discuss with the Metropolitan East School Sport office to determine the best option as well as the date and time for collection of the team apparel. Please note that the apparel is now located offsite away from the Metropolitan East School Sport office so prior arrangements must be made to ensure the apparel area is staffed. |
| The Met East Apparel Store hours are generally 8:00am – 4:00pm (**BY APPOINTMENT ONLY).** **DO NOT ARRIVE UNANNOUNCED**. |
| All uniforms must be collected by a team official and the order must be checked prior to taking. Allow time to do this. Please come prepared so that you are not there for an unnecessary amount of time. |
| Where possible arrange for one uniform collection only. Wait until you are reasonably sure that your order is final before making arrangements for collection. Do not run after the students. We are not operating a department store. The online shop will be closed for each individual sport one week prior to departure. No further purchases will be permissible. |
| ***Additional Apparel Orders:***  Notify parents that any additional orders need to be completed online through the Metropolitan East School Sport Online Shop. Arrange a time with the Metropolitan East School Sport office for final collection of all exchanges and additions. All uniform orders will be completed one week prior to departure. |
| ***Apparel Exchanges:***  Leave enough time for students to return items and for you to make exchanges with the sports office prior to departure for the championships. Students will only have one opportunity to swap sizes/purchase additional optional apparel items. Use Form C8 – Apparel Exchange/Refund to record any items that are being exchanged and send a copy through to the Metropolitan East School Sport Office. |
| ***Apparel Refunds:***  If parents are requesting a refund for unworn items, you will need to collect the item/s and complete Form C8 – Apparel Exchange/Refund. Direct parents to the Metropolitan East School Sport Online Shop for them to request a refund. Send a copy of the Form C8 to Kim Ozols email: [kim.ozolos@qed.qld.gov.au](mailto:kim.ozolos@qed.qld.gov.au) and arrange a time to return the item. Please note: the parent will not receive a refund until the apparel item is returned, by the Team Manager, to the Metropolitan East School Sport office. |
| **DO NOT COLLECT UNIFORMS ON THE DAY OF DEPARTURE.** |
| Remember to allow at least one week for numbering of uniforms. Note that double numbers are considerably more expensive then single digits. Jerseys and shorts are made to order and will need longer to manufacture, eg. 5 weeks. |

*(Updated 23 January 2023)*