



Second-hand Uniform Shop (SHUS) Policy

The Second-hand Uniform Shop is a volunteer-run service helping families buy and sell second-hand uniform. The team comprises parent volunteers from across the school whose time is managed by a termly rota. The SHUS coordinator is contactable by email at shus@manorprep.org

SHUS is not affiliated with Stevensons—we cannot accept returns or exchanges on their behalf.

Purchasing second-hand uniform

1. Second-hand uniform is priced at 50% or less than the published Stevensons price.
2. Items have been priced at the discretion of each parent volunteer, with consideration for any imperfections. The full listed second-hand price does take into consideration acceptable wear and tear, light staining, snags, appropriate to the specific item and its usage.
3. If the item is damaged beyond a standard expected for the full listed second-hand price, a discount may be offered by the volunteer at the point of sale.
4. Purchases can be made:
 - a. at regularly held SHUS sales
 - b. through a private sale appointment
 - c. through an email order request
 - d. via SHUS volunteers
5. **All purchases are final.** Purchasers must sign on the form indicating that they have thoroughly checked the quality of the uniform. No exchanges and refunds can be made after the uniform bought has been taken away from the shop floor/school office or sent home with children who take the school bus.
6. **Uniform cannot be removed from the shop floor without permission.**
7. Receipts are not issued but parents can take a photo of the order form for their own record.
8. Payment can be made via:
 - a. Billing to your school account
Purchases are consolidated and added to the termly school bill. Queries about the items on the school bill should be directed to the Bursar.
 - b. Bank transfer to the School's bank account. Please contact the Bursary for details.
 - c. Cheque
Please make your cheque payable to The Manor Preparatory School
9. These specific terms apply to sales made via:
 - a. Sale event
No reservations can be made for items prior to the sale. Shoppers will be seen by a volunteer on a first-come-first-served basis. No more than 3 sets of shoppers can be in the shop at any one time.

- b. Private sale
Appointments can be booked via the School Office or an email to the SHUS coordinator.
- c. Email orders (term-time only)
Requests are processed weekly with a Friday 12pm cut-off time, subject to availability. Notifications will be sent before the following Wednesday morning to advise collection.
- d. Via SHUS volunteers
While parents are free to approach SHUS volunteers in their year group, it is requested that the other sales channels are utilised as our volunteers are not on duty at all times.

Selling second-hand uniform

1. Families can sell uniform with SHUS for up to two years after their leaving date. After two years, unsold items will be transferred to SHUS or withdrawn from sale.
2. Sellers must complete the [Seller Registration Form](#) and submit this to the Bursar.
3. **Any uniform brought into SHUS and signed into stock cannot be returned to sellers at any point.**
4. **All uniform brought in must be clean**, washed (where possible), be free of fluff or hair, had pockets emptied, had name labels removed or obscured (please do not cut off size tags where a name label has been attached), and be of reasonably good quality.
5. Items not signed into stock will be responsibly recycled.
6. Sellers will not receive notification of which items have been signed in or recycled.
7. Items with incorrect or incomplete sale tags will be returned to the seller for revision.
8. Items are priced at 50% or less of the current Stevensons price, at the discretion of each volunteer. This will have taken into consideration the agreed criteria of what is considered acceptable second-hand uniform quality. These include:
 - a. Early Years uniform: Light staining and fading
 - b. PE top, skort and shorts: Snags
 - c. Bags: Wear around the base or frame
 - d. Coats: Wear and tear around cuffs and collars
 - e. Socks and Tights: Bobbling.
9. Price reductions are made at the discretion of each volunteer, where uniform is of usable quality but might need repair (e.g. missing buttons). This will be clearly marked on the sale tag.
10. Sellers receive 60% of the sale proceeds. The remaining 40% will go to the MAP fund.
11. **Items that have no tags on are treated as donations to SHUS.** 100% of sale proceeds from these will be added to the MAP fund.
12. Payment is only made for items that have sold, according to the following schedule:
 - a. Current pupils
Credited to the termly school bill.
 - b. Leavers
Paid by bank transfer to the account provided in the Seller Registration Form, either when the total sale proceeds meet or exceed the £10 minimum payment, or as a final payment at the end of two years.