



Second-hand Uniform Shop (SHUS) Policy

The Second-hand Uniform Shop is a volunteer-run service helping families buy second-hand uniform. The team comprises parent volunteers from across the school whose time is managed by a termly rota. The SHUS team 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 in two bands:
“Good Condition” at 50% of the published Stevensons price.
“Worn Condition” at 30% of the published Stevensons price.
2. Items are allocated as either “Good” or “Worn” at the discretion of each parent volunteer, with consideration for any imperfections.
3. **“Good Condition”** items will show a typical level of wear for a second hand item and may include fading, small marks, fraying.
4. **“Worn Condition”** items will show a higher level of wear for a second hand item and may include stains, significant pulls, holes, stains or other marks.
5. Purchases can be made:
 1. at regularly held SHUS sales
 2. via the SHUS Online shop
 3. via SHUS volunteers
 4. via private sales (subject to volunteer availability)

In person orders –

6. **All purchases are final.** No exchanges and refunds can be made after the uniform bought has been taken away from the shop floor.
7. **Uniform cannot be removed from the shop floor without permission.**
8. **Payments will be accepted via card payment only**, at the point of purchase.

Online orders

9. SHUS now operates as a “click and collect” service via the Square Online SHUS shop. Orders are no longer accepted via the SHUS email address.
10. **On collection, all purchases are final.** No exchanges and refunds can be made after the uniform bought has been taken away from the school office.
11. Payment via card must be made with the office staff on collection.
12. Items will remain available for collection until **the Friday after your email notification**. Due to demand for items, after that time, your reserved items will be returned to the shop without further notice.

General

These specific terms apply to sales made via:

1. 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 families / groups of shoppers can be in the shop at any one time.
2. Online orders via our online shop
3. Private sale
Appointments can be booked via the School Office or via email to the SHUS email address and are subject to volunteer availability.
4. 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.

Donating Uniform

1. All items delivered to SHUS are considered to be donated and we no longer account back to parents for any part of the funds received.
2. As a guide, items should be clean, washed and free of permanent stains or visible holes.
3. We only accept Stevensons branded items; please do not donate:
 - a. Other brand blouses, shirts, shorts or trousers.
 - b. Uniform belonging to other schools or organisations.
 - c. Hosiery (socks / tights) other than Stevensons long sports socks.
 - d. Old style PE kit.
 - e. Swimwear or swim hats.
 - f. Hockey sticks / tennis rackets

Items which we cannot sell will be recycled; please note that SHUS has to pay for commercial recycling and so recycling items which we cannot sell takes away from the funds we can put back into the school.

4. Funds received by SHUS following sale will only be utilised towards the running expenses of the shop and thereafter donated to the school for causes benefitting the children.