



FAQ's FROM FIT EVENT CUSTOMERS (typical questions from parents)

Q) What am I to do, you don't have the size here that my child needs?

A) Do your best to determine what that size is. If you establish what size they need and it is not a size on the size chart, refer them to the LE event managing coordinator to discuss the options of a custom piece.

Q) How am I going to be able to afford all of these uniform items?

A) Encourage parents to sign up for our email promotions (historical examples of promotions include 30% off, free logos, etc.). Also, every day they get free shipping on orders over \$50! There are many ways to save but you need to be signed up for promotional offers & buy during those times. If they continue to be extremely concerned, refer them to check with the uniform liaison at the school. The school may offer assistance.

Q) What if I order now and my child grows over the summer? Am I stuck with the uniforms?

A) We encourage parents to order in the summer (from late-June to July); if the child has grown between the event and ordering, the parent should consider ordering a size up. Also, Lands' End is Guaranteed Period. They can return the items for the correct size – even with the logo. If they do want to order now, recommend to the parents to size up one if they feel their student will grow more over the summer.

Q) What if my child has a growth spurt between now and BTS? How will I know what size to order then?

A) I can show you how to take the essential measurements on your child and you can call our Customer Care representatives with those measurements and they will be happy to assist with determining your child's size. We also have fit guides and item measurements for your reference online. {If applicable-check with each event managing coordinator-there may be size runs available for try-on at their local LE Shop at Sears}

Q) How soon do I have to order to have the items by the first day of school?

A) Items that require logo application will take approximately 10-15 business days from the date of your order to arrival at your home.

Q) Why don't you have sweaters or fleece to try on? How will I know those sizes?

A) All of our product sizing is consistent among tops and bottoms. So if your child is a Big Kid medium in a polo, he should order a Big Kid medium in a fleece or sweater. Same with bottoms, if your daughter wears a Little Girls 6 Jumper, she should order Little Girls 6 pants. We also have online fit guides, online item measurements and 24/7 customer service representatives to assist you with sizing questions.

Q) What is my child's uniform?

A) Please see your school volunteer, principal etc...They will be able to answer your specific questions. You may also view the school's shopping site with Lands' End. Only the approved items will be available on the school store.

Q) Are these our approved colors?

A) No, this is a standard size run that is used just for fitting events. Please see your uniform policy for approved colors.

Q) Is this our Full Dress Code?

A) No, please log into the school's shopping site with Lands' End to see the complete dress code for your child's grade.