

# COMPASS ACADEMY UNIFORM APPAREL INFORMATION

*Current items available for ordering:*

**Standard Polo Shirt** (embroidered, youth & adult sizes, available in black, royal, cool grey, kelly green, purple, white, and light pink)

**Performance Polo** (embroidered, youth & adult sizes, available in black, royal, steel grey, pink raspberry, bright purple, & white)

**Peter Pan Polo** (embroidered, girls fit, youth sizes, available in black, royal, white)

**Ladies Fit Polo** (embroidered, ladies fit, adult sizes, available in black, royal, cool grey, kelly green, purple, white, & light pink)

**Zip Up Hooded Sweatshirt** (embroidered, youth & adult sizes, available in black, sangria, kelly green, purple & royal)

**Zip Up Fleece Jacket** (embroidered, youth & adult sizes, available in black, grey, & royal)

*All uniform orders must be placed through Stout Images, Inc. at the following website:*

**<http://www.compassapparelonline.com>**

***Sign up for Uniform reminders by texting @k9ffckf to 81010***

**All orders must be placed by June 1, 2024 to ensure delivery prior to the start of the 2024-2025 school year. Orders placed after the summer ordering deadline are not guaranteed to be delivered prior to the first day of school.**

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*Please feel free to use the chart below to record the sizes you will need to order for your student(s).*

<b>Name</b>	<b>Uniform Polo</b>	<b>T-Shirt</b>	<b>Sweatshirt</b>	<b>Misc</b>

## PARENT FAQ

***Where can I order uniforms for my child?*** Uniform shirts are only available purchase at our online store: <http://www.compassapparelonline.com>

***What date must I place my order to ensure it arrives prior to the start of the school year?*** All orders must be place by **Saturday, June 1, 2024** to ensure delivery of uniforms prior to the start of the 2024-25 academic school year. Orders placed after this summer deadline are not guaranteed to be delivered prior to the start of school.

***Will I be able to order uniform shirts throughout the school year?*** Yes. Uniform ordering is open throughout the school year via the website. However, orders placed during the school year will require approximately 15-20 business days to be processed, produced, and delivered.

***How long will it take to get my uniforms?*** Orders placed prior to the June 1<sup>st</sup> deadline will be available for pickup at the end of July (pickup date/location TBA via Remind/FB).

***I'm not sure what size my child will need. Do you have a sizing chart available?*** Yes. We can provide you with a detailed sizing chart for specific items available in the store. Please email Jamie at [jamie@stoutimagesinc.com](mailto:jamie@stoutimagesinc.com) to request the sizing chart for a particular item. We also have sample sizes available at our offices for students to try on. Try-on dates will be announced on our via Remind (Text @k9ffckf to 81010 to join the uniform remind group) & various social media pages.

***I ordered the wrong size for my child. Can I return or exchange the uniforms for other sizes?*** Unfortunately, we are not able to accept any returns or exchanges due to ordering the incorrect size. We manufacture uniforms based on the exact items you order for your child. Furthermore, in order to maintain quality control, we cannot take back any uniforms once they have been delivered to the school, even if they have not been worn by the customer. In the event that you order incorrectly, we recommend checking with other parents who may be interested in purchasing your uniform shirts and reordering the correct size for your child.

***Where will be uniforms be delivered?*** Orders placed by the summer ordering deadline will be available for pickup prior to school starting at a date/location TBA (end of July). During the school year, uniform orders will be sent home with your student. All uniforms will be individually packaged, labeled, and delivered to the your student's homeroom teacher.

***If uniforms are delivered to the school, why do I see a shipping charge during checkout?*** All orders placed through our online store are subject to our shipping & handling fee. This fee covers not only shipping costs associated with acquiring the uniform shirts from our vendors, but also includes the costs of processing each individual online order, labor costs to maintain our Compass Academy ordering database & records, sorting & packaging each order, and transporting the order to Compass Academy for distribution to the customer.

***How will you know what student to send my order home with?*** During the ordering process, there is a section to indicate your student's first & last name as well as grade and homeroom for the 2024-2025 academic year. Please make sure to include this information to facilitate delivery to your child. If your child's name/grade is not included during the ordering process, it will slow down the processing time.

***I received my order and the items in my package do not match my order receipt? Who do I contact?*** We make every effort to ensure accuracy during the order fulfillment process. However, if you do find that you have received the incorrect items, please contact Jamie immediately at [jamie@stoutimagesinc.com](mailto:jamie@stoutimagesinc.com) so we can remedy the situation.

*I purchased the embroidery only option for my child. What do I do next?* Once you have purchased the embroidery only option, please email Jamie at [jamie@stoutimagesinc.com](mailto:jamie@stoutimagesinc.com) to schedule a time to drop off your polo dresses or girls fit polos for embroidery and verify they are approved garments for embroidery. **NOTE: During the summer ordering period, drop off dates/times will be scheduled and announced on Remind & various social media outlets.** Please make every effort to drop off during these scheduled dates/times. A list of approved garments for embroidery can be found under the embroidery only option on our website by selecting the product info.

*Have a question not answered here?* Please email Jamie at [jamie@stoutimagesinc.com](mailto:jamie@stoutimagesinc.com) or call our office at (432) 332-2711, M-Th 8:30-4:30, F 8:30-11:30. Please do not send messages on our Facebook page or via private message on Facebook as they tend to get lost or not responded to as quickly.