



STUDENT KITS – STEP BY STEP GUIDE TO ORDERING

ORDERING

STEP ONE - Complete your details - Put your name & contact details on the order form. Incomplete forms will delay your order being processed.

STEP TWO - Ordering - Choose which kits you need & put a total amount on the form including the admin fee if ordering after the date stated on the order form. **This fee is strictly non-refundable and is not a delivery charge.**

STEP THREE - Payment - Add your credit or debit card details, or enclose a cheque or postal order made payable to Beauty Express Ltd. Post-dated cheques are not accepted. Send your completed order form with payment to: College Department, Beauty Express Ltd, Unit 7, Evanton Drive, Thornliebank Industrial Estate, Glasgow, G46 8HL. **Due to the large level of orders we process, we cannot accept telephone orders.**

STEP FOUR - Delivery – IF COLLEGE DELIVERY is stated on the front of this form then your kit will be delivered to the college. This is non-negotiable - we are unable to send your kit to your home address. The kits will be shipped in bulk, on a date requested by the college.

IF HOME DELIVERY is stated on the front of this form then we are unable to send your kit to your college. Your kit will be delivered before your course start date providing payment has been received by Beauty Express no later than 21 days before you start. Our carrier will require a signature on delivering your kit. Please contact us if you have not received your delivery within 4 weeks of sending payment.

We are unable to deal with personal collection or payments for uniforms or kits from our offices or warehouse.

OUT OF STOCK ITEMS – For home delivery kits, these will be sent to the same address as the initial delivery as soon as these become available, or to the college in the case of college delivery kits. Please refer to the appropriate member of staff at the college who will be able to advise you of delivery dates for out of stock items.

SHORTAGES/DAMAGES – Complete the checklist form & return to us within 7 working days of receipt of your kit. Your statutory rights are not affected. If your kit arrives with noticeable damage to the packaging, please sign for the parcel as damaged or refuse delivery.

EXCHANGES – Please return the uniform with your request in writing to the college department remembering to include €7.50 postage and packing for an exchange to be issued. We will only accept an exchange if the uniform is returned unused and in the original packaging.

Unfortunately, due to the large volume of calls, we are unable to deal with student queries by telephone.

UNIFORM SIZING – Measurements below should be used as a guide only.

Size	SIZE 6	SIZE 8	SIZE 10	SIZE 12	SIZE 14	SIZE 16	SIZE 18	SIZE 20
Bust	29"	31"	33"	35"	37"	39"	41"	43"
Waist	21"	23"	25"	27"	29"	31"	33"	35"

REFUNDS – Refunds will be considered only if a refund form is completed and forwarded to Beauty Express within 14 days of receiving the kit. These forms can be obtained from the appropriate member of staff at the college when handing in your kit. If you have received a home delivery kit, please return the kit to us, unused and in original packaging, along with your refund form. A handling charge of 10% or €10 (whichever is lesser) will be deducted from all refunds for all kits. Please allow up to 15 days for your refund to be processed.