

Frequently Asked Questions

Uniform and sports kit for this academic year

When will the School Shop close?

The School shop will remain open until 30 June 2023, after which uniform and sportswear should be ordered online from Schoolblazer. Please continue to use the School Shop to purchase items until the end of the Summer Term 2023. After the School Shop closes on 30 June 2023, school uniform and sportswear will only be available to order online from Schoolblazer.

Uniform and sports kit from 1 July 2023

How will I get uniform for next academic year?

Uniform for the academic year 2023/24 should be ordered online from Schoolblazer.

When will the Schoolblazer website be available?

The Schoolblazer website will be available to parents from 30 June 2023.

Who are Schoolblazer?

Schoolblazer Ltd is a company established in 2004, especially to provide uniform to the school sector. It is now the leading online provider of uniform and sportswear to the independent schools sector, where they supply over 220 other schools in the UK. You can find out more about them on their website: [Schoolblazer | Quality, Innovation and Service. Guaranteed.](#)

How will I know what uniform my child needs?

The Schoolblazer site is bespoke to Oakham School. It is constructed in sub-sections for each area of the school and will indicate which items are compulsory and which are optional for your child.

How will I know what size I need to buy?

A helpful guide is available here: <https://www.schoolblazer.com/how-to-shop>. Schoolblazer will ask parents to enter some key measurements of their child; height, chest, waist etc. From there, their “intelligent sizing” system recommends the best size to buy for each garment. We are aware that that some parents want to buy for growth so their sizing guide also shows how the garment will fit in a year’s time.

Schoolblazer will offer parents free 120 day online returns, whereby your replacement item is dispatched to you as soon as you notify Schoolblazer of your return. This is designed to minimise waiting and means that the replacement items also arrive name taped.

How will my Schoolblazer items arrive?

Uniform will be delivered via courier, with a normal turn-around of 1-2 days for name-tagged garments, but a firm promise of all deliveries within 3 working days. Urgent garments which do not require name-tagging can be shipped in 24 hours on a Fastrack service.

Where will my uniform be delivered if I live overseas?

You can choose any address to have uniform delivered. This will usually be your home address (UK or overseas), but many international parents do choose to have their orders delivered direct to School rather than to their home address. Delivery is free on purchases over £150.

What arrangements are there for name-taping?

Schoolblazer's service includes naming, so all garments arrive fully name-tagged utilising permanent printed tags. The tags are sewn on at no extra cost, although the company does charge a nominal cost for the tags. During checkout the correct number of name tags to label your items will automatically be added to your basket. Name tags are supplied in multiples of 12: the first 12 cost £3.00 and each additional 12 costs 50 pence. If you purchase name tags with your order Schoolblazer will sew them into your items. If you do not wish to purchase name tags, these can be removed from your basket prior to checkout.

Is there a cost to return items?

Returns are free from any UK address. You enter a return request on their website which will enable you to print off a returns note and tracked postage label.

Will Schoolblazer replace a faulty item or incorrect size immediately?

Sizing-related returns will be processed immediately; faulty returns that are within 6 months of purchase will also be processed within the same timeframe.

How quickly will exchanges be handled?

Exchanges requested via the Online Returns Service will be processed immediately. Refunds will be processed once your return has been received at the warehouse. Schoolblazer will email you to confirm your refund.

Who do I contact if I have a problem or a question with uniform?

Schoolblazer has a customer service helpline (based in Melton Mowbray) on 0333 7000 703. Calls from the UK are charged at local rate or email customerservices@schoolblazer.com

What if I have more questions for Schoolblazer?

Schoolblazer have their own FAQ webpage which is a useful first point of call: <https://www.schoolblazer.com/faqs>. If the answer is not there, please contact their customer services team.

Other questions***Will the uniform be changing?***

There will be no fundamental changes to the school uniform. Where Schoolblazer are using new manufacturers, we have worked to ensure that any differences are small. All new and old uniform items can be worn alongside each other. This will also be the case with sports kit, but where kit was previously provided by Canterbury, Schoolblazer will be using a different supplier, so there will be no Canterbury logo.

How do the prices compare between the School Shop and Schoolblazer?

Subject to inflationary costs that are faced by all suppliers, prices will be comparable. While some individual items may vary in cost, Schoolblazer have ensured that the basket price of compulsory school uniform and sports kit will be no higher than the current cost of school uniform and sports kit, adjusted annually for inflation.

What if my child loses an item of uniform once the School shop closes?

If your child needs an item of clothing or kit on the day that they find they do not have it, as we do now, school staff will help find them something. Houses will hold some spare items that pupils can use if they have lost an item of clothing and until it can be replaced. Orders can be made 24 hours a day, 365 days a year on the Schoolblazer online site. Schoolblazer will operate a special fast-track service so we can help in emergencies. This service allows items to be ordered by the School and sent here within 24 hours.

Where will my child get non-uniform items that are currently sold in the School shop?

We will make sure that there is an appropriate safety net while encouraging pupils to be suitably prepared. We will make arrangements for specialist sports supplies, like mouth guards or shin-pads, to be available from the Sports Centre and will be making arrangements in School to help pupils who need emergency access to stationery.