

## Uniform Embroidery Service Closure FAQs

Here's everything you need to know about the closure of the Uniform Embroidery Service.

### What has changed?

We have made the decision to close our Uniform Embroidery Service. The service will end on 12 February 2019, but rest assured that we will fulfil all orders made before then. After this date, you will still be able to order embroidered uniform directly from our supplier through their new service, [My Clothing](#), which offers the same great value and support for schools through its own donation scheme.

### Can I still buy embroidered school uniforms from Tesco?

No, Tesco will no longer provide embroidered school uniforms. After 12 February 2019, you'll still be able to order embroidered uniform directly from our supplier through their new service, [My Clothing](#), which offers the same great value and support for schools through its own donation scheme. Tesco is working closely with this supplier to ensure a simple transition for schools and parents who wish to use this service going forward.

### Can I still buy plain school uniforms from Tesco?

Yes – we'll continue to sell a wide range of plain school uniforms in-store. You can [view the plain school uniforms range online now](#). Remember, with our 100-day guarantee, you can kit your kids out with confidence.

The new service from [My Clothing](#) will also offer a range of plain school uniform.

### Will F&F supply clothing to the new service?

We're happy to confirm that F&F will still supply our best-selling high quality uniform lines to My Clothing. My Clothing will also be working with other clothing providers in the future.

### Will you still be offering Clubcard points on the new service?

No – Clubcard points will not be available on [My Clothing](#) orders.

### Have you shared any customer data with the new service provider?

No customer data has been shared with [My Clothing](#).

### Why haven't you given customers more notice of this closure?

We've tried to give as much notice as possible. The alternative provider, [My Clothing](#), is up and running, so schools and parents will still have access to the service.

### **I'm a Delivery Saver customer, will I receive free delivery on these orders?**

No – [My Clothing](#) will determine their own postage costs on the new service. Please visit [My Clothing](#) for more information.

### **Will schools continue to receive the 5% donation on sales?**

Yes, for at least the first year of service, [My Clothing](#) will continue to offer this.

### **CEC ONLY: I'm a Tesco colleague, will I continue to receive my colleague discount on these orders?**

No – Tesco colleague discount will not be available on My Clothing orders [\[www.myclothing.com\]](http://www.myclothing.com)

### **How can I contact My Clothing?**

You can contact My Clothing directly by visiting the [My Clothing](#) website, calling their customer service team on 0800 069 9949 or via email at [support@myclothing.com](mailto:support@myclothing.com)

### **Where can I find my order history?**

You can find your order history under '[My Account](#)' on the main Tesco website. Alternatively, you can get your order history from our Customer Service team on [0800 323 4080](tel:08003234080)<sup>†</sup> or [0330 123 4080](tel:03301234080)<sup>††</sup>.

### **How can I return an unwanted item?**

Please see [our returns policy](#) for details.

### **Cancelling an order**

You have the right to cancel your order up to 30 days after receiving it by contacting our Customer Service team on [0800 323 4080](tel:08003234080)<sup>†</sup> or [0330 123 4080](tel:03301234080)<sup>††</sup>.

If the order has not been dispatched, we'll cancel it and refund the payment\*. If the order has been dispatched and we're unable to stop the delivery, you can refuse to sign for the delivery so that it is returned to us and we'll refund you\*. Alternatively, if you have already received the delivery, please see [our returns policy](#).

Please note that you may not always be able to cancel just part of an order. If this is the case, our team will explain this to you.

\*In accordance with our [refund policy](#).

### **What should I do if haven't received my order?**

Please contact our Customer Service team on [0800 323 4080](tel:08003234080)<sup>†</sup> or [0330 123 4080](tel:03301234080)<sup>††</sup> for any orders placed through Tesco. If you have purchased a product through [My Clothing](#), please get in contact with [My Clothing](#) by calling their customer service team on 0800 069 9949 or via email at [support@myclothing.com](mailto:support@myclothing.com).

### **Still need help?**

Please read our [FAQS](#) for more help.

If you can't find the answer to your query, please contact our Customer Service team on [0800 323 4080](tel:08003234080)<sup>†</sup> or [0330 123 4080](tel:03301234080)<sup>††</sup>, Monday-Friday 8am-11pm, Saturday 8am-8pm, Sunday 10am-6pm.

<sup>†</sup>0800 numbers are free from BT landlines.

<sup>††</sup>03 numbers mean that all calls from private telephones, including mobiles, will only be charged at local rate. They will also be included as part of any inclusive call minutes provided by your phone operator.

For any orders placed after Friday 12 February 2019, please contact My Clothing.