

News release about the 2023-2024 school uniform

Uniform orders are made online www.asdpromo.com, in the section **UNIFORME SCOLAIRE**.

The online ordering platform is simple and easy to use. Size charts for each of the garments offered are accessible and have been simplified. Take note that there are junior and adult sizes in the choices. Payments can be made by Interac e-Transfer or credit card.

It is very important to verify your order before completing your payment. Addresses with apartment, apartment number must be entered when entering your address and your entry code if applicable. We accept exchanges and refunds, as long as the clothes have not been worn or washed, but you are responsible for returning them to the company. You can follow the Return and Exchange procedure on the platform, Uniforme scolaire.

When paying, you will have the choice between delivering your order to your home or place of work. In order to prevent certain inconveniences, it is strongly recommended to place your order **before June 11th**. This way, you will have your order in advance and if there are exchanges to be made, you can make them before the beginning of the school year.

Exchange Options

There are two options for exchanges:

1. **Option 1:** École secondaire de l'Altitude holds an inventory to carry out your clothing exchanges. When classes start in the last week of August, you or your child can go and do the exchange at the school administrative reception. Bring the completed exchange form to help complete the exchange. It is important that the clothes have not been worn or washed otherwise no exchange will be accepted. If the school cannot make the exchange because it does not have enough clothes, you can leave your order in a bag, with the exchange form completed. We will come to make the exchange, at the school, within the next 2 weeks. You will find the exchange form on the www.asdpromo.com in the section **SCHOOL UNIFORM, école secondaire de l'Altitude, Return/Exchange.**
2. **Option 2:** Make the exchange according to the usual procedure, by courier service. You must follow the Return/Exchange procedure that you will find on the same platform, **SCHOOL UNIFORM, école secondaire de l'Altitude, Return/Exchange.** The procedure must be done, at most, two weeks after receiving your order in order to receive your exchange in time for the start of the school year. Also calculate two weeks of delays. So please try to make your order before June 11th.

Important dates for orders starting May 1st

- **By ordering by July 15**, you will be able to choose the option of delivery to the school directly. This way you can save transportation costs. You will have to head to **de l'Altitude high School on Monday August 28th or Tuesday August 29th**. You or your kid can pick up the order at the school reception.

As for the **delivery dates at home or at your place of work**, we will proceed by block.

- **Block one**, orders placed from May 1 to June 11th, will be delivered in the week of July 24th.
- **Block two**, orders placed from June 12th to July 2nd, will be delivered in the week of August 21st.
- **Block three**, orders placed from July 3rd to July 30th, will be delivered after September 11th.
- **From September 25th**, deliveries will resume on a regular basis, from 4 to 10 working days, following your order.

Delivery service

Purolator is our courier service. When ordering, you will have the chance to **choose between a delivery with signature and a delivery without signature. Do not take a chance and take the option delivery with signature.** You are responsible for the package delivered to your address. An email is sent to you the moment your order leaves the company with a tracking number. But the Purolator driver won't leave your order at the doorstep if you're not present. He will leave it at a distribution center near your address. We do not want your order to be misplaced or stolen, you are responsible for it and delivery with signature is your only guarantee.

ASD Contact

Do not hesitate to contact our customer service if you have any questions or need assistance at 450-632-6445 or by email: info@asdpromo.com