

Frequently Asked Questions (FAQs)

General FAQs

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Account Registration FAQs

Registering an account for online purchasing

1. Do I need to register an account to make a purchase?
 - Yes, you will need to create an account to complete your purchase. This allows us to securely store your shipping address, track your orders, and provide you with a personalised shopping experience.

2. How do I register an account?
 - Click on the "Sign Up" or "Register" button located at the top right corner of our website. Fill in the required information such as your name, email address, and create a password. Once registered, you can start shopping immediately.

3. Can I make a purchase without registering an account?
 - No, registering an account is required to complete a purchase through our online store. This ensures a secure and seamless shopping experience for all our customers.

4. Is my personal information secure?
 - We take your privacy seriously. Your personal information is protected using industry-standard encryption and is only used in accordance with our Privacy Policy. We do not store sensitive payment information on our servers.

5. I forgot my password. What should I do?
 - If you've forgotten your password, click on the "Forgot Password" link on the login page. Enter your email address, and we'll send you a link to reset your password securely.

6. Can I update my account information?
 - Yes, you can update your account information such as your shipping address, email address, and password at any time by logging into your account and navigating to the "My Account Settings" section.

Ordering Process FAQs

1. How do I place an order?
 - To place an order, browse our website and add desired items to your shopping cart by clicking on the "Add to Cart" button. Proceed to checkout, where you'll provide shipping and payment information to complete your purchase.
2. Can I place an order over the phone or by email?
 - Currently, all orders must be placed through our website for efficiency and accuracy. Our website is designed to securely process your order and provide immediate confirmation.
3. Do I need to create an account to place an order?
 - Yes, you need to create an account to place an order. This allows you to track your order status, manage your shipping addresses, and view your order history conveniently.
4. How many sets of School Uniform and PE Attire should I buy?
 - Determining how many to purchase depends on several factors, including how often laundry is done, school policies, and personal preferences. We recommend having enough sets of school uniform and PE attire to cover at least one week's worth of school days.
5. What should I do if the school uniform item I need is out of stock?
 - If a specific school uniform item is temporarily out of stock, we recommend to join our waiting list to be alerted when the item is available or back in stock.
 - We encourage you to check our website periodically or contact our support team at 6741-0930 or email us at sales@itu.com.sg for assistance.
6. Can I modify or cancel my order after it has been placed?
 - Once an order is placed, modifications or cancellations may not be possible due to our quick processing times. Please contact our support team at 6741-0930 immediately for assistance.
7. What payment methods do you accept?
 - We accept the following payment methods:
 - PAYNOW or Pay-Lah only for our online payment methods.
 - Other additional payment methods like Cash, and other major Credit and Debit cards (Visa, MasterCard) are accepted at our retail store.

8. Is my payment information secure?
 - Yes, your payment information is transmitted securely using SSL encryption technology. We do not store sensitive payment details on our servers beyond the transaction period.

9. How will I know if my order has been successfully placed?
 - You will receive an email confirmation shortly after placing your order. This email will include your order details and a unique order number for reference.

10. Can I track the status of my order?
 - Yes, you can track your order status by logging into your account on our website. Once your order ships, you will receive a shipment confirmation email.

11. What should I do if I encounter issues during the ordering process?
 - If you experience any difficulties or errors while placing your order, please clear all your browsers, refresh the page and try again. For persistent issues, contact our support team at 6741-0930 or email us at sales@itu.com.sg for assistance.

Sizing Guidelines FAQs

1. How do I find the right size for my child?
 - We recommend referring to our size chart, which can be found on each product page under the "Size Guide". Please refer to the "Video Guide" on the homepage under "Size Guide For Uniforms". Measure your child's chest, waist, and height and compare them to the measurements provided in the size chart.
2. What measurements should I take to determine my child's size?
 - Measure your child's chest (under the arms and across the fullest part), waist (around the natural waistline), and height (from head to toe). Use a measuring tape for accurate results.
3. What should I do if my child is between sizes?
 - If your child falls between two sizes, we recommend choosing the larger size for a comfortable fit, especially if they are growing quickly. You can also refer to the garment's specific measurements in the size chart to make an informed decision.
4. Can I exchange items if they do not fit?
 - Yes, we offer exchanges only within 7 days from the date of purchase for unworn and unwashed items with tags intact. Please refer to our Exchange policy for more information.

Shipping and Delivery FAQs

1. What are your shipping options?
 - We offer express and standard shipping options.
2. How much does shipping cost?
 - Shipping costs vary based on the shipping method selected. You can calculate shipping costs during checkout before placing your order.
3. How long will it take for my order to arrive?
 - Delivery times vary based on the chosen shipping method. Standard shipping typically arrives within 3-5 working days, whereas express shipping may deliver in 1-3 working days. Please keep in mind that these delivery times are estimates and are not guaranteed.
4. Can I track my order?
 - Yes, once your order ships, you will receive a shipping confirmation email. You can track your order status by logging into your account on our website.
5. What should I do if my order is delayed or if I have not received it?
 - If your order is delayed or if you have not received it beyond the estimated delivery time, please contact our support team at 6741-0930 or email us at sales@itu.com.sg for assistance. We will investigate the issue and keep you updated on your order status.

Exchange Policy FAQs

1. What is your exchange policy?
 - Products sold are strictly non-refundable.
 - Exchanges are accepted within 7 days from the date of purchase.
 - Original receipt must be presented for the exchange.
 - Items must be unworn, unwashed, with tags attached, and in their original packaging to qualify for exchange.
 - Exchanges are allowed only within the same product category.

2. How do I initiate an exchange?
 - To initiate an exchange, please contact our support team at 6741-0930 or email us at sales@itu.com.sg. Include any required information such as order number, reason for exchange, and item details.

3. Can I exchange items purchased on sale or with a discount code?
 - No, items purchased on sale or with a discount are not eligible for exchange.

4. How long does it take to process exchanges?
 - Exchanges are processed immediately at the sales counter at our retail store.

5. Can I exchange an item for a different size or color?
 - Yes, exchanges for a different size or color are typically allowed, subject to availability. Please follow the exchange process to initiate an exchange, and indicate the desired replacement size and/or color.

6. Do you accept exchanges for custom-made items?
 - Unfortunately, custom-made items are not eligible for exchange unless they are defective or incorrect due to an error on our part. Please contact our support team at 6741-0930 or email us at sales@itu.com.sg for assistance.

Contact Us FAQs

1. How can I contact your support team?
 - You can contact our support team through the following methods:
 - Email address: sales@itu.com.sg
 - Contact Number: 6741-0930
2. What are your Business Hours?
 - Our support team is available during our business hours, which are as follows:
 - Mondays to Fridays: 10.00am to 6.00pm
 - Saturdays: 10.00am to 3.00pm
 - Closed on Sundays and Public Holidays
3. How quickly can I expect a response to my enquiry?
 - We strive to respond to all enquiries promptly. Response times may vary depending on the volume of enquiries received, and during the peak period season but we aim to address your concerns as quickly as possible.
4. What is your Business Address or your Retail Store location?
 - Our retail store is located at 1 Kaki Bukit Road 1, #01-30/31 Enterprise One, Singapore 415934. Nearest MRT is DT27 Ubi MRT Station.
 - Please note that any visits to the Retail Store during the December period, you are require to make an appointment at least 1-2 days in advance.

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