

# LANDS'END SCHOOL

- Guaranteed. Period. You can exchange or return any item at any time. Worn, embroidered, washed, wrong size, etc
- 24/7 customer service where you will get a LIVE voice who can help you with any questions/issues you may have. We also have LIVE CHAT and text available.
- Consistent fit—all of our products are Lands' End product so the sizing is consistent. THIS IS A BIG DEAL!!!
- How do I know what size my child wears? Fit guidelines are online with every product, you can call customer service and they can walk you through the sizing process, visit local Sears store that has Lands' End Shop and they can measure your child or have a few samples to try( this option might not always be available due to Sears closing stores)
- Returns/Exchanges-Every shipment has a detailed form of what has been ordered and a return/exchange sheet on the back. Free returns at Sears stores, mailing return is 6.95 fee but no cost for exchanging.
- SIGN up for promotions!!!! [www.landsend.com/school](http://www.landsend.com/school) where you will save 25%-40% on a regular basis and have many opportunities for FREE logo application.
- Freight is always FREE for \$50.00 order or more
- How do I place an order? Online portal, call customer service or the kiosk at Sears.
- How long does it take to get my order ? Most orders are delivered within 7- 10 days of ordering. Back to School season is the busiest for us too! Orders placed during non- peak times will be delivered much faster! Our peak time is July 10th-Sept 15th.
- Did I say Guaranteed. Period!!