

MACKILLOP CATHOLIC COLLEGE GUIDE TO:

ALINTA APPAREL

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MACKILLOP
Catholic College
WARNERVALE

OPENING HOURS

(During School Term)

TUESDAY	*8:00 am - 11:00 am*
WEDNESDAY	*1:00 pm - 4:00 pm*
THURSDAY	*8:00 am - 11:00 am*

CONTACT US

UNIFORM SHOP

(During Opening Hours)

Phone: *0421 630 836*
Email: *mackillop@alinta.com.au*

ALINTA HEAD OFFICE

(Monday - Friday 8am to 4pm AEST)

Phone: *02 4321 0433*
Email: *info@alinta.com*

FAQ

Here are some of our frequently asked questions that may help answer yours.

Where is the Uniform Shop Located?
The Uniform Shop is located at Mackillop Catholic College, next to the canteen at the end of the pathway closest to the admin building.

Can my order be delivered to the school office or an alternate location?
Yes. Junior school supply child's name and class. The classroom can be contacted to send your child down to the uniform shop to collect. All high school students must collect from the uniform shop or the front admin office according to parents directive.

Can my child collect from the uniform shop?
Yes, once your order is ready for collection and you have received a notification, your child is welcome to collect it from the Uniform Shop.

Where is my online order packed and dispatched from?
Online orders are packed and dispatched from the Mackillop Catholic College Uniform Shop.
Orders are processed each trading day

Do I need an appointment to visit the Uniform Shop?
Appointments not required for general purchases throughout the term.
Fitting appointments may be available during peak periods. Refer to Page 6 for fitting appointments.

Can I purchase uniforms by calling or emailing the Uniform Shop?
We recommend placing your order via the online portal to ensure accuracy and prevent errors. If you require assistance, our team is happy to guide you through the process.

Where can I find a price list?
A price list is available on the homepage of the online shop.
Simply click the designated button to view the full list

ONLINE PORTAL

Your Alinta account gives you full access to everything you need in one convenient place. From online shopping and up-to-date price lists to viewing your purchase history, checking our policies, and booking appointments, the portal is designed to make managing your uniform needs simple and stress-free.

How to create an account:

SCAN HERE

1. Go to ***www.alintaapparel.com.au***.
2. Click the **'Uniform Shop'** button and select your region.
3. Register a new account.
   Already registered? Click 'Reset Password' if you've forgotten your login.
4. Go to the **'Change School'** page and select your school.
5. You will now have access to your school's webshop to browse and order items.

How to make an order online:

1. Visit the **'Shop'** page, where your school's uniform is organized by web categories.
2. Select the item you wish to buy and, if applicable, choose the correct size.
3. Add the item to your cart and proceed to Checkout.
4. Enter your details and choose your preferred delivery or pick-up option..
5. Complete your payment to finalise your order.

That's it! Your order will be processed by the Alinta Shop staff on the next day the uniform shop is open/ or next business day for online only shops.

FITTING APPOINTMENTS

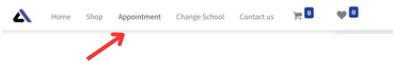
During busy periods, such as orientation and January before school resumes, our uniform shop may operate by appointment only. Appointments are scheduled in 15- 30-minute sessions and are held by our shop staff to provide one-on-one assistance, ensuring your child is fitted correctly and comfortably in their uniform.

Appointments are to be booked for one child per time slot, if you require fittings for multiple children you must book multiple sessions. For example, 2 Children = 2 appointments to be booked.

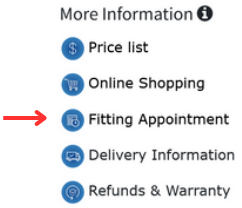
For new students starting school, we highly recommend booking a fitting appointment between October and December of the year before your child begins. January can be a particularly busy time, so booking early helps reduce stress and ensures your child has all the correct uniform before school starts. Waiting too long may result in stock delays, especially if your child requires custom-made items.

The booking calendar closes 24 hours before the scheduled time, For late bookings contact the uniform shop to see if they can fit you in.

How to book an appointment:



1. Sign in to your Alinta account. You'll be redirected to the homepage.
   If you're on a mobile device, select Home from the dropdown menu.

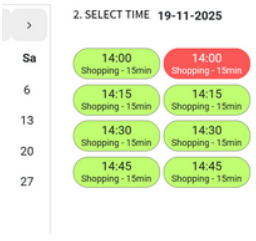


2. There are two ways to access appointments: via the top menu or under More Information. Click either option.

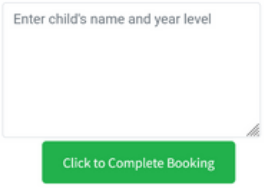


3. On the Appointments page, you'll see our booking calendar. Days highlighted in green indicate the shop is open and appointments are available.

4. Click on the day you'd like to book, then select a time.



5. To confirm your booking, enter your child's name and year level, then click the button to complete your booking.

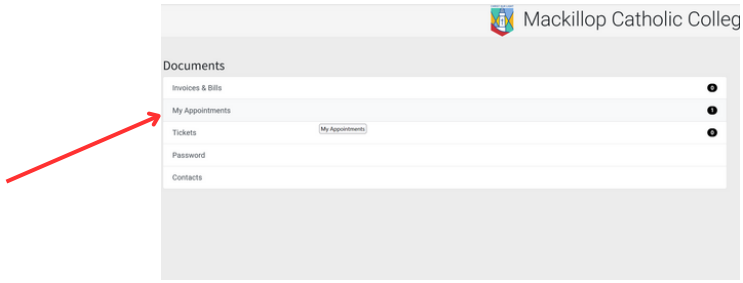


You can view all your upcoming appointments anytime under Account Information.

You will recieve a reminder notification 24 hours before your appointment time.

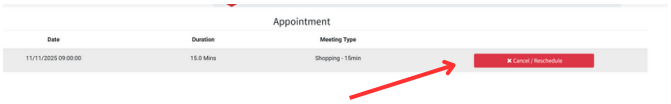
How to cancel/ change an appointment:

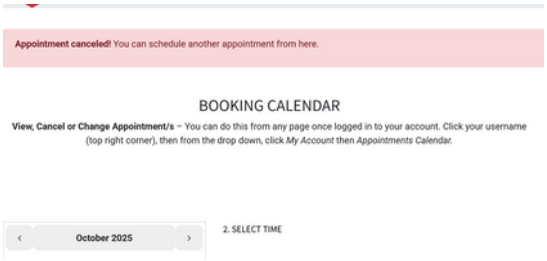
1. Sign in to your Alinta account and go to your Account Page.



2. Under the ‘Documents’ section, select ‘My Appointments’.

3. Here you’ll see all your current bookings. To cancel or reschedule, click the red ‘Cancel/Reschedule Appointment’ button -this will cancel your existing booking.
You will be redirected with a confirmation that your booking has been cancelled.





4. If you’d like to make a new appointment, simply choose a new time and rebook.

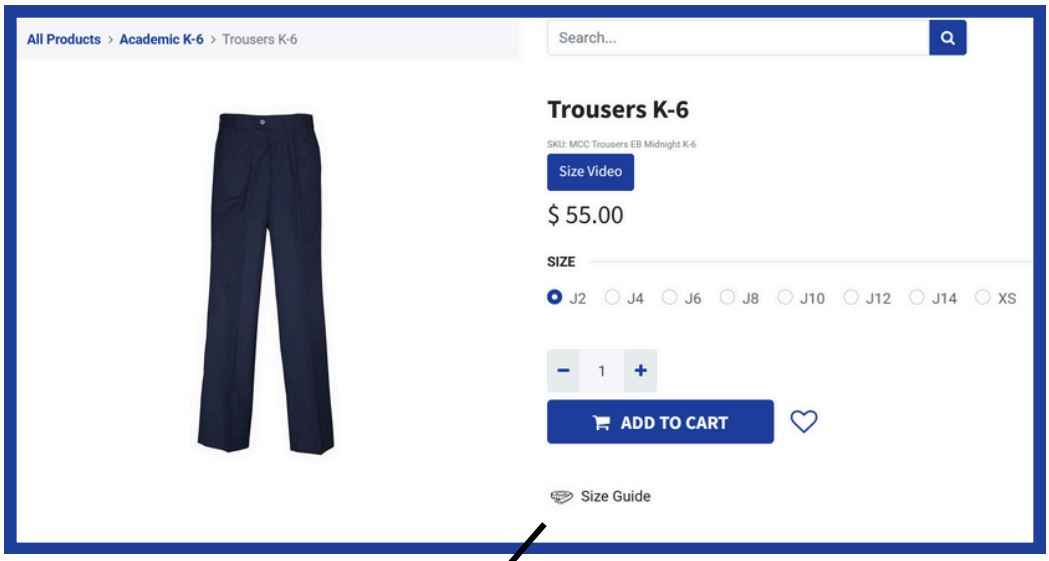
SIZE GUIDES

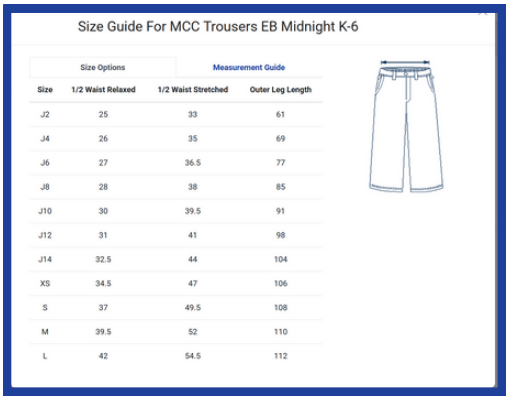
Our online webshop includes size guides on each product page to help you choose the best fit.

Since sizing can vary slightly between products, we recommend checking the size information carefully before purchasing. You'll also find helpful videos showing how to measure correctly for different garments.

Please note that uniform sizing may differ from regular clothing sizes- for example, if your child usually wears a size 12, their uniform size may not be the same.

If you're unsure, our friendly staff are always happy to help with sizing during your in-store fitting appointment.





HOW TO SIZE UP

[Academic Tops]

[Academic Bottoms]

[Commemorative]

DELIVERY + PICK UP

Home Delivery

You can choose to have your order delivered straight to your nominated postal address. Delivery charges will apply and will be added to your total. Alinta uses Australia Post to get your items to you safely.

Orders are usually shipped as soon as possible, generally on the next day the Uniform Shop is open.

If you choose home delivery but later decide to pick up your order from the Uniform Shop, please note that delivery charges ***cannot*** be refunded.

On/ Off - Campus Pick up

You can choose to collect your order directly from the store.

Orders will be ready for collection during the next Uniform Shop opening hours. Please wait for a notification confirming that your order is ready before coming to pick it up.

PAYMENT OPTIONS

Instore Payments

Our uniform shop operates as a cashless store. We apologise for any inconvenience this may cause and appreciate your understanding.

Alinta accepts the following payment methods:



EFTPOS – including Mastercard or Visa, using your card, smartphone, or smartwatch



Credit or Debit Card – Mastercard or Visa



Layby – available with a 20% deposit and 3-month term



Online Payments – via our online shop

Online Payments

All payments will be processed and invoices issued in your local currency.

All Australian School Uniform Shop payments will appear on your bank statement as Alinta Australia Pty Ltd.

New Zealand School Uniform Shop payments will appear on your bank statement as Alinta New Zealand Ltd.

Payments can be made using Visa or MasterCard from either credit or debit accounts.

Payment is taken at the time the cart has been submitted for payment. Depending on your bank, this may sit in your 'pending transactions' for 24 hours.

Please retain a copy of all tax invoices and receipts for proof of purchase.

(We do not accept Amex or direct debit)

Lay-by

Alinta offers a 3-month Lay-By Term at any of our on-campus retail stores and at our Adelaide Retail Store (limited to schools stocked in-store for retail). All items must be paid for in full and collected within this period. Unfortunately, we are unable to offer Lay-By for online-only stores.

A 20% deposit is required for each new Lay-By. Lay-By Orders cannot be modified once placed.

We do not offer Lay-By on sale, discounted, discontinued (D) or (D)(O) products.
You are able to make unlimited payment instalments during your Lay-By term both online and in-store.

If you cancel a Lay-By within the 3-month term, fail to make payments when they are due or fail to collect your Lay-By by the due date, Alinta will refund you all amounts paid. Alinta will attempt to contact any customer with an outstanding Lay-By at the end of the 3-month term, however it is the responsibility of the customer to ensure their Lay-By is up to date in the event Alinta is unable to contact them.

If a Lay-By is cancelled by virtue of the circumstances set out above, Alinta will not be responsible for any stock unavailability if the customer wishes to place a new order for the items not realised.

Layby must also be paid out in full before a refund can be processed

RETURNS + EXCHANGES

To return or exchange an item please visit the Uniform Shop. Approved refunds will be processed to the original payment method stated on your proof of purchase and may take 3-4 business days to appear on your bank statement. Please note that delivery fees paid for online orders are non-refundable.

Change of Mind

Alinta will refund or exchange for change of mind within 6 months of purchase, provided you have proof of purchase (itemised tax invoice or receipt) and the product:

- is still in its original condition and packaging; and
- has not been worn, washed or marked with a name; and
- is not a personalised item, custom made order, voucher or clearance item

Exclusions

1. Sale items, personalised items, products marked (O) and Custom Made Orders (CMU) are not eligible for refund or exchange, except where faulty.
2. Products marked (D) are exchangeable only for a different size of the same garment, subject to availability, and are otherwise non-refundable.

WARRANTY

Alinta offers 12-months' warranty on all garments and bags that display manufacturing or fabric defects. Garments will be assessed by our Quality Control department and, if deemed to be faulty, Alinta will replace or repair the item, at its discretion, free of charge.

Your warranty may also be voided if Alinta reasonably considers the fault arises from:

- incorrect washing or drying methods, where care instructions have not been correctly followed;
- normal wear and tear, accident or mishandling.

Please note: Your warranty may be void if you make alterations or repairs to the garment before making a claim under this Policy.

Garments must be laundered before returning for warranty. Warranties will not be accepted if the item has not been washed.

The warranty period does not recommence upon replacement or repair of a faulty item.

CUSTOM MADE ORDERS (CMU)

What is a CMU?

Alinta offers custom garments for any students who require a size outside of our base range. There are two types of CMU garments we offer:

Please note: our CMU service does not include hemming or minor alterations

Size CMU:

Alinta carries a comprehensive standard size range; however, we understand that some students may require sizing outside of what's available.

Our CMU garment service is available for students who need a size smaller or larger than our standard range, or who may require additional length for comfort and proper fit.

This service ensures every student has access to a uniform that fits well and meets their individual needs.

How much is a CMU Garment?

All CMU Orders incur a fee. The fee depends on the requirements of your CMU and what type of garment you require.

CMU orders are non - refundable and we cannot accept exchanges on CMU orders.

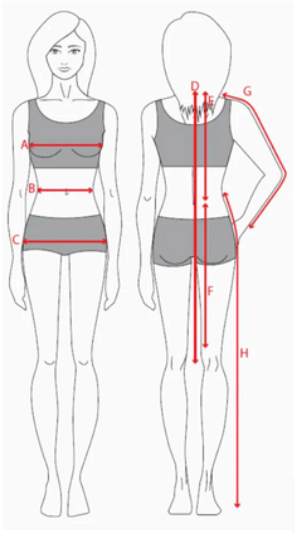
How long does it take for a CMU Garment?

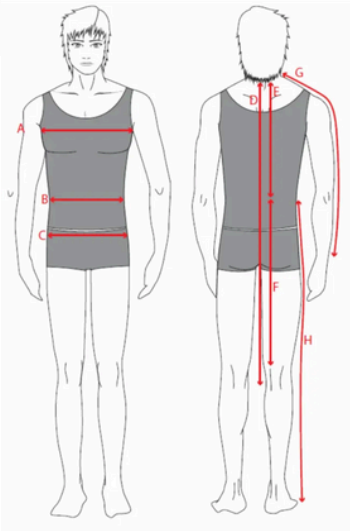
All CMU orders take approximately 3 months to be made. If your child requires a custom-made garment, please contact the uniform shop as early as possible to allow plenty of time for production and delivery.

Booking a fitting appointment early helps our staff determine whether a CMU item is required and ensures your child's uniform will be ready in time for the start of school or seasonal changes. We recommend placing orders well in advance, particularly ahead of the winter uniform period.

How to measure up for a CMU?

Our shop staff will do this instore to ensure the correct measurments are sent off to be made, but please see below of what measurements will be taken:





A. Chest Circumference
Measure the widest part around the chest (underarmpits)

B. Waist Circumference
Measure the smallest part of the waist

C. Hip Circumference
Measure the widest part of the hips

D. CB Length
Measure the centre back neck to length of dress

E. CB to Waist
Measure the centre back neck to waist

F. Skirt/ Shorts Length
Measure from waist to knees (for skirt/ shorts length)

G. CB Sleeve
Measure the centre of back of neck to the wrist (bent arm)

H. Outer Leg (Pants/ Trousers)
Measure the waist to the finished length (from where the garment is worn)

GARMENT CARE

In order to extend the life-cycle of your garments , it is crucial you take good care of them.

1. Always ensure zips and buttons are fastened before you wash so that they don't damage your garments or get caught in your washing machine.
2. Wash your garments inside out to protect their colour
3. Wash your garments in small, separate groups of whites, colours and darks.
4. Treat stains quickly to ensure the best chance of removing them completely and always pre-treat, before putting them into the wash.
5. Wash your garments before they're worn to ensure maximum comfort
6. Avoid hanging your garments in direct sunlight to dry, drying them inside out is always best for colour longevity.
7. Avoid Ironing over any printed or embroidered logos on garments.
8. For Viscose garments, always place a piece of cotton fabric between the garment and the iron.
9. Hard brim hats can be hand washed, rubbing the inside crown to release stains and sweat.

Specific Garment Care Instructions

POLYESTER COTTON

Dresses, Blouses, Shirts, Pants, Polos, Sports Shorts, Rugby Jerseys, Fleece Track Pants, Jumpers



Wash separately before use.
Cold gentle machine wash.



Wash Inside Out.



Wash With Similar Colours. Remove Promptly After Wash.
Do Not Bleach or Soak.



Do Not Tumble Dry.
Warm to Cool Iron On Reverse.



Do Not Iron Over Logos.

POLYESTER WOOL

Skirts, Pinafores



Dry cleanable with care P.



Hand wash using detergent recommended for wool.



Wash dark colours separately.
Do not bleach.



Do not tumble dry.

POLYESTER

Sports Shorts, On-Field Uniforms



Wash separately before use.
Cold gentle machine wash.



Wash Inside Out.
Wash With Similar Colours. Remove Promptly After Wash.



Do Not Bleach or Soak.
Do Not Tumble Dry.



Cool Iron On Reverse if needed.

POLYESTER OUTER/ COTTON INNER

Tracksuit Jackets and Pants



Wash separately before use.
Cold gentle machine wash.



Wash Inside Out.
Wash With Similar Colours. Remove Promptly After Wash.



Do Not Bleach or Soak.
Do Not Tumble Dry Cool.
Iron On Reverse.



Do Not Iron Over Logos.

POLYESTER VISCOSE

Dresses, Skirts, Pinafores, Pants



Warm Gentle Machine Wash. Wash With Similar Colours.



Wash Inside Out.
Use Mild Detergent.



Dry in Shade without Delay.
Do Not Bleach or Soak.



Do Not Hand Wring.
Do Not Tumble Dry.



Warm Iron with Pressing Cloth.



Dry Cleanable with Care P.

POLYESTER/ POLYESTER-VISCOSE

Caps, Bucket, Flat-Brim, Slouch Hats



Hand wash only.



Drip dry in the shade immediately after washing.
Do not wring.



Do Not Tumble Dry.



KNITTED WOOL NYLON/ KNITTED POLYESTER COTTON

Jumpers, Vests, Cardigans



Dry Cleanable with Care P.



Gentle or hand wash using cold water and mild detergent.
Do not bleach or soak.



Gently squeeze out excess water and Dry Flat in the shade immediately after washing.
Dot not leave garments wet in a heap.



Do not tumble dry.
Dry away from direct sunlight.



Do not iron.

POLYESTER VISCOSE/ POLYESTER WOOL

Blazers



Dry Clean Only with Care P.



Warm Iron with Pressing Cloth.

POLYESTER - TIES

Dry Clean Only.


ALINTA