

Welcome to Top Marks...

*In order to serve you better, we have listed below “**Frequently asked questions**” on how to purchase your school uniforms from us.*

1. How can I place an order?

Orders can be placed during the fitting day, on-line, mailed or faxed to Top Marks in Montreal. Unfortunately, we are unable to take orders over the phone.

2. Why is there a deadline date for ordering?

Many of the items in your uniform are manufactured exclusively for your school. Without having orders from parents we would not know what sizes of garments to produce, or which items to carry in stock embroidered with your school crest. If everyone waited until end of August to order there would not be enough time to cut, sew, embroider and ship what you needed before the start of school.

3. If I have any questions, whom do I call?

Please call our toll free number (1-800-667-7105) and ask for customer service. Anyone of our customer service personnel will be pleased to answer your questions.

4. How do I get an order form?

Order forms are sent home in a package of information via the school. The school office will have a supply of order forms during the course of the school year. You can also call our office and we will be happy to fax you a copy.

5. What if I am not sure about sizing?

Remember when ordering uniforms in the Spring, you are not planning for these items to fit just until September but until the following June! To assist you, fitting sessions are scheduled at the school. If you are unable to attend a fitting session, the back side of the order form has a measurement chart. Simply provide your child's measurements and we will do our utmost to determine the sizing appropriate for your child.

6. When will I receive my order?

Orders will be sent via Canada Post to your home sometime in mid to end July. If you will be away on holidays simply indicate the dates of your vacation and we will either ship to you before you leave or just after you return.

7. How and where do you ship my order?

Your order is shipped via Canada Post to your home. If no one is home, the postman will leave the parcel in a safe place. If there is no safe place, you will receive a card from your local post office advising that your package is there for you to pick up. If you prefer to have your order shipped to your office, or an alternate address please indicate so on your order form under the section “ship to “.

8. How do I pay for my order?

Each order requires a 25% deposit to be paid by Cheque, Visa or Master Card. When the order is ready to be shipped, the balance of the order will be charged to your credit card. If a credit card is not provided, the order will be shipped C.O.D. There is an additional charge of \$7.00 per package for C.O.D. shipments. This is a Canada Post charge.

9. What happens if my child grows (or loses weight) over the summer?

When you receive your package, try everything on your child before washing. If an exchange is required, there is an exchange form included in the package with very simple instructions on how to process an exchange.

10. How do I best care for my uniform items?

Also enclosed in your package of uniforms will be a detailed sheet showing the best washing instructions for each item in your uniform. Please read these instructions carefully by item. Proper care of your uniform extends the life of the garments considerably!

We hope that the information provided here will help you in placing your order with Top Marks. Again, please feel free to contact us should you require additional information.