



Dear Parents,

Top Marks is proud to be your uniform supplier. We assure you that we committed to serving you to the best of our ability.

We ask for your cooperation in submitting orders by **June 15, 2022**, as this will **guarantee delivery of your order prior to the start of school**.

## HOW TO ORDER

1. Online at [www.topmarks.ca](http://www.topmarks.ca) (your school password is **WIC01**)
2. In person, at our showroom, by appointment only (see address below). Please contact our customer service department to book your appointment.
3. Send your completed order form by email, fax or regular mail (coordinates below)



## SIZING

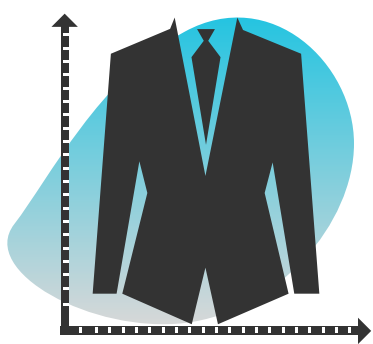
Attached you will find a guide to assist you with sizing. If you are unsure or uncomfortable selecting sizes, please follow the steps below, or contact our customer service department for assistance.

### Online Ordering

Indicate/update your child's measurements in their profile and select "*Sizing by Top Marks*" from the size drop down for each item.

### Order Form

Indicate your child's measurements on the attached sizing guide and leave the size column on the order form blank.



## PAYMENT

Orders placed prior to June 1st, 2022 require a minimum 25% deposit payable by Visa or MasterCard. Remaining balances will be charged to the same credit card prior to shipping. For pickup orders, the balance will be payable upon pickup.

Orders submitted after June 1, 2022 must be paid in full.

### Deposit by Cheque

Please provide either an additional post-dated cheque (dated no later than June 15, 2022) or a credit card for the remaining balance. Please note that all orders paid by cheque are **held 15 working days** for clearance.



## DELIVERY

All orders will be shipped via **Canada Post** in a reusable shipping bag and will include a prepaid label for returns & exchanges. If you've provided an email address, Canada Post will email with a tracking number once your order has shipped.



## PICKUP

You will receive a call once your order is available for pickup. Where only a deposit was provided, the remaining balance will be payable upon pickup.

## RETURNS & EXCHANGES

**Instructions** will be included with your order.

### Shrinkage (Wash Instructions)

Please consult the care and wash instructions included in your package, as certain items will shrink when washed. If you are unsure of how a garment will shrink, please contact our customer service department prior to washing. Once garments have been washed, they can no longer be exchanged or returned.

### Policy

You have **60 days from the start of school** to return or exchange items **provided they have not been washed, worn or altered**. This does not apply to liquidation items purchased as a final sale.



## QUESTIONS



(514) 344-5454



[info@topmarks.ca](mailto:info@topmarks.ca)



Visit our FAQ page  
[www.topmarks.ca](http://www.topmarks.ca)

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