



Chippenham Uniform Exchange C.I.C.

Terms and Conditions

Chippenham Uniform Exchange C.I.C. (referred to as “Chippenham Uniform Exchange” or “we” or “our” from here on) is a not-for-profit Community Interest Company, registration number 14409342.

The aim of Chippenham Uniform Exchange is to carry on activities which benefit the community and in particular to provide access to good quality recycled items of school uniform for free or at a very low cost for the prevention and relief of poverty in families with school aged children living in Chippenham, Wiltshire. To fulfil this aim, Chippenham Uniform Exchange collects donations of uniform from public places and from schools, hosts pop-up shops in public places and in schools, and provides a direct request service delivering items of school uniform to schools or making the items available for collection from our premises.

Pop-up shops

Pop-up shops will be advertised on our website on the “What’s On” page and on Facebook. We will endeavour to bring as much uniform as possible to each shop. All items of uniform are offered for free with a suggested voluntary (not compulsory) donation. Items are offered on a first come first served basis.

Direct requests for uniform

Items of uniform can be requested at any time. Requests are to be made by completing our Request Form in full and emailing the form to request@chippenhamuniformexchange.org.uk. Please complete a separate form for each child. Our Privacy Policy explains why we ask for this information and what we do with the information you provide. We endeavour to process all requests within 7 days. We will process forms in order of receipt according to the date and time of the email. Please note that we may not have all of the requested items available. We will notify you by return of email if there are any queries with your request or to notify you that the items are ready to collect.

Voluntary donations

All items of uniform are offered for free both at our pop-up shops and for items requested directly by email using our Request Form. There is no set purchase price for any item. Instead, we encourage you to make a donation to Chippenham Uniform Exchange to help us cover our running costs of the service. As an indication, we would suggest £1 - £2 for logo items, coats and shoes and 50p for other uniform items, but donations are voluntary and you are free to donate more or less than the amount suggested or make no donation at all.

How to make a donation:

- Cash at pop-up shops or on collection from Jubilee Building
- Bank transfer to Lloyds Bank, sort code 30-99-50, account number 42173160
- Follow the “Donate today” button on our website
- BOPP using the link on the website or [here](#)
- PayPal to ChippUniformExchange or [here](#)

Condition of items

Unless specifically stated otherwise, all items of school uniform offered by Chippenham Uniform Exchange have been pre-owned and donated to us. All items are inspected by us to ensure they are safe to be sold, bought and worn. Whilst we endeavour to provide all items of uniform in good, clean, wearable condition, some items may have been held in storage for a long time and/or may not have been washed by us. We cannot give any assurances as to



the type of detergents used or the absence of allergens. We therefore advise recipients to wash or clean items to their own requirements upon receipt. We give no warranty as to the condition or suitability of any item. We do not accept responsibility for any loss or damage arising from any items obtained from us. Persons obtaining items of school uniform from Chippenham Uniform Exchange do so at their own risk. For your own safety and protection, please take all reasonable measures to check that any items obtained from Chippenham Uniform Exchange are suitable for your intended use.

Fair usage

Chippenham Uniform Exchange operates for the benefit of the people of Chippenham on a not-for-profit basis. Our services are provided by unpaid volunteers using items donated to us. In using our services you acknowledge the good faith in which items of school uniform are donated and provided. We reserve the right to refuse items to anyone whom we believe to be re-selling or otherwise profiting from obtaining low cost or free uniform from us. We also reserve the right to refuse items which we believe to be in excess of what would be considered reasonable for the average needs of a child. We hope that in obtaining low cost or free school uniform from us that you will also consider donating any outgrown or surplus uniform to us so that we can continue to provide our services to as many families as possible.

Website and Facebook

The information contained on our website and on our Facebook page is for general information purposes only. Whilst we endeavour to keep the information up to date and correct, we make no representations or warranties about the completeness, accuracy, reliability, suitability or availability with respect to the website or the Facebook page or the information, products, services or related graphics contained on them for any purpose. Any reliance you place on such information is strictly at your own risk. We do accept responsibility for any loss or damage arising from the use of our website or Facebook page. Through our website you are able to link to other websites which are not under our control. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse of the views expressed within them.

Complaints.

If you would like more information about any aspect of how Chippenham Uniform Exchange operates, or to make a complaint, please send an email to info@chippenhamuniformexchange.org.uk.