

# Frequent Uniform Questions

## How Do I Get My Child's Uniforms?

You can purchase online all year round by going onto the City on a Hill Dudley Square website <https://www.cityonahill.org/city-on-a-hill-2/> and clicking the yellow "Purchase Uniforms" button. Please be aware of the deadlines especially in the height of the back to school season. We ask that you use the guideline below to help you plan ahead, so we have enough time to make sure you have your order before the start of school.

All orders will be shipped directly to your home or can be picked up at College Hype.

If you are not able to order online, you may also order at our store located at:

College Hype Sportswear  
540 Gallivan Blvd (ENTRANCE IN THE REAR OF BUILDING)  
Dorchester, Ma 02122  
617-282-8883 X410  
Website: [Collegehype.com](http://Collegehype.com)  
Email: [Retailstore@collegehype.net](mailto:Retailstore@collegehype.net)

## When should I order School Uniforms?

You can order your uniforms as early as April 15th each year. We offer a few incentives hoping that you will take advantage of ordering early, including a 10% discount as well as FREE shipping.

The biggest concern parents have regarding ordering early is that they feel their student will grow over the summer. If you are unsure of sizing, we suggest that you come by our retail store and have your child try on his or her uniform. Our friendly staff will assist you with anything you need. College Hype is open Monday through Friday, 9:00AM - 5:00PM, and Saturday 9:00AM - 3:00PM.

## Is there a deadline to order uniforms?

Yes. The Order Deadline is July 1st! Of course we service year round and we will fill orders as we get them. The deadline date is important so we can process your order and to ensure you will have your child's uniform by the start of the school year.

Please keep in mind that apparel with a school logo takes longer to process. Ordering by the deadline also offers you 10% off your entire order as well as free shipping.

## I missed the order deadline, now what?

You can still order online, but we cannot guarantee we will have your size in stock. College Hype will do everything to make sure you have your uniform on time, but we have no control on back orders from our vendors. As the date gets closer to the start of the school

year, stock begins to decrease very rapidly and replenishing the stock takes a little longer. The earlier you order the better. College Hype begins ordering stock in January, so we can prepare for the upcoming school year.

### What if I don't know my Child's size?

No problem! Just come into the retail store to try on our apparel before you order.

### When is the Best Time to Order?

Now! Ordering by the deadline also offers you 10% off your entire order and free shipping.

### Is there a "live" person I can call if I have questions?

Absolutely. You can call 617-282-8883 and press option 2 for the retail store and one of our sales representatives will help you with anything you need.

### What if I don't have access to the internet or want to pay cash?

No problem. Visit our store and we will be happy to help you log your order. Cash payments can be done in the store.

### Once my order is placed, when will I receive it?

All school orders received by July 1<sup>st</sup> will be shipped by August 5<sup>th</sup> for FREE. (If items are in stock when you order turnaround time is 5-7 business days) After July 1<sup>st</sup> we cannot guarantee you will have your uniform by the start of school. Free shipping is offered throughout the year – please watch for email blasts.

### What is the return & exchange policy?

A full refund within 30 days of receipt. All items being returned or exchanged must be in resalable condition. (No item will be accepted if damaged, worn, washed or altered in any way. Items being returned over 30 days will receive a merchandise credit.

### Contact Information:

College Hype School Division  
540 Gallivan Blvd (rear)  
Dorchester, MA 02122  
617-282-8883 X 410 or press option 2 for Retail Store  
Kathleen@collegehype.net