

## News release about the 2023-2024 school uniform

Uniform orders are made online [www.asdpromo.com](http://www.asdpromo.com), in the section **UNIFORME SCOLAIRE**. The online ordering platform is simple and easy to use. Size charts for each of the garments offered are accessible and have been simplified. Take note that there are junior and adult sizes in the choices. Payments can be made by Interac e-Transfer or credit card.

It is very important to verify your order before completing your payment. Addresses with apartment, apartment number must be entered when entering your address and your entry code if applicable. We accept exchanges and refunds, as long as the clothes have not been worn or washed, but you are responsible for returning them to the company. You can follow the Return and Exchange procedure on the platform, Uniforme scolaire.

When paying, you will have the choice between delivering your order to your home or place of work. In order to prevent certain inconveniences, it is strongly recommended to place your order **before June 11th**. This way, you will have your order in advance and if there are exchanges to be made, you can make them before the beginning of the school year.

### Exchange Options

There are two options for exchanges:

- **Option 1:** We will be present **Monday, August 21<sup>st</sup>, from 16:00 to 18:30, at the school directly, Terre-des-Jeunes**. It is essential to follow the procedure, which you will find on the platform, **school uniform, Return / Exchange**. You will need to send your completed form, by email to [info@asdpromo.com](mailto:info@asdpromo.com), within two weeks of receiving your order. Only in this way will we be able to make the exchange on site on August 21<sup>st</sup>. **If you have not had the chance to send the form by email, you can bring the form and your exchange, we will leave with your order and the form.** The exchange will be made at the company and will be delivered to the school, to the attention of your child, within two weeks.
- **Option 2:** Make the exchange according to the usual procedure, by courier service. You must follow the Return/Exchange procedure that you will find on the same platform, **school uniform**. Again, the procedure will have to be done, at most, two weeks after receiving your order in order to receive your exchange in time to begin the school year. Also expect two weeks of delays.

**Important dates for orders starting May 1<sup>st</sup>**

- **By ordering by July 15**, you will be able to choose the option of delivery to the school directly. This way you can save transportation costs. You will have to head to **École Terre-des-Jeunes on Monday August 21<sup>st</sup>**. You can pick up your order **between 16:00 and 18:30**. If you cannot pick up your order yourself, you can send a person of your choice, family, friend, neighbor and with the copy of the order, we will give him.

As for the **delivery dates at home or at your place of work**, we will proceed by block.

- **Block one**, orders placed from May 1 to June 11<sup>th</sup>, will be delivered in the week of July 24<sup>th</sup>.
- **Block two**, orders placed from June 12<sup>th</sup> to July 2<sup>nd</sup>, will be delivered in the week of August 21<sup>st</sup>.
- **Block three**, orders placed from July 3<sup>rd</sup> to July 30<sup>th</sup>, will be delivered after September 11<sup>th</sup>.
- **From September 25<sup>th</sup>**, deliveries will resume on a regular basis, from 4 to 10 working days, following your order.

### **Delivery service**

Purolator is our courier service. When ordering, you will have the chance to **choose between a delivery with signature and a delivery without signature. Do not take a chance and take the option delivery with signature. You are responsible for** the package delivered to your address. An email is sent to you the moment your order leaves the company with a tracking number. But the Purolator driver won't leave your order at the doorstep if you're not present. He will leave it at a distribution center near your address. We do not want your order to be misplaced or stolen, you are responsible for it and delivery with signature is your only guarantee.

### **ASD Contact**

Do not hesitate to contact our customer service if you have any questions or need assistance at 450-632-6445 or by email: [info@asdpromo.com](mailto:info@asdpromo.com)