

LANDS' END

SCHOOL UNIFORMS

To the Families of San Diego Jewish Academy:

We would like to follow up and provide some clarification based on inquires and questions from parents. The following FAQ's are intended to help address the most commonly asked questions:

When should I expect to receive my order?

- Orders without logos and standard shipping: Processing 2 business days + shipping 2-5 business days - Total 4-7 Business days
- Orders with logos and standard shipping: Processing 7-10 business days + shipping 2-5 business days - Total 9-15 Business days
- Orders with items that have both a logo and a monogram and standard shipping: Processing 9 –12 days + shipping 2-5 business days – Total 11-17 Business days
- Orders with both logo'd and non-logo'd merchandise will ship following the logo'd order process as entire order will arrive in one shipment

Note: Business days are Monday-Friday

When are orders processed?

- Orders placed before midnight move into processing the next day.
- For orders placed after midnight please allow one extra day for processing time.

Return Options

Use any of the following options to return Lands' End products purchased online or from one of our catalogs.

If you no longer have your packing slip and/or receipt and you have a Personal Shopping Account, you can obtain your past online Order History here, or you can contact us via e-mail, chat or phone.

1. Return Internet or catalog orders at a Sears's store.

Just follow these guidelines

- Bring the Lands' End items you wish to return to any full line Sears® store.
- Make sure to bring the original packing slip for the items you wish to return.
- You will receive a return confirmation from Sears. Lands' End will then issue a credit.
- Can I return an item that has been personalized (such as hemmed or monogrammed)?

Yes! When we say everything is Guaranteed. Period.® we mean it.

Please Note: Sears cannot accept exchanges or returns from Lands' End stores, Amazon.com®, or Lands' End Business Outfitters.

2. Use our Easy Return label for a flat fee of \$6.95.

- Securely package the items you wish to return, fill out and include the Return Form, and affix the Easy Return shipping label found on your packing slip.
- Give the package to your mail carrier or drop it off at any U.S. Post Office or collection box.
- A flat fee of \$6.95 will be deducted from the amount of your refund.

Thank you for your support and loyalty to Lands' End. We strive for excellence in customer service, quality and support on every item and shipment we deliver.

If you have any new questions, feedback or concerns about our products please don't hesitate to call 1-800-469-2222. We welcome your feedback.

Sincerely,

The Lands' End School Team