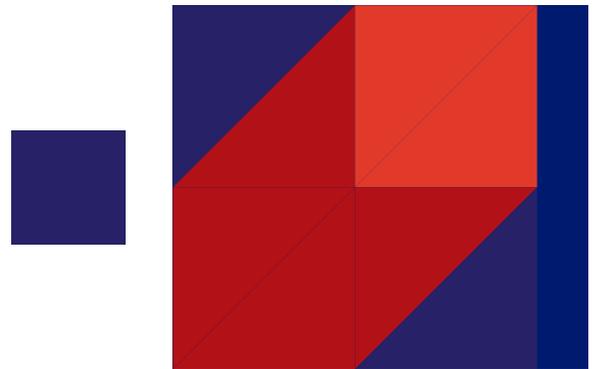




Merry Mart Uniforms

Welcome to Merry Mart Uniforms!
2021 Information Packet



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Merry Mart Uniforms

Dear Administrators,

Merry Mart Uniforms has been serving school families in our Santa Clara store since 1946. We pride ourselves on providing quality products and excellent customer service.

While we currently remain open for online ordering only, we intend to open for in-person shopping on a limited basis soon. Currently, we are undergoing a temporary remodel in the store that precludes in-store shopping.

Uniforms are our business. We stock garments for every season year-round. You may purchase whatever you need whenever you need it, whether it's walk shorts in the middle of December or a jacket in July. We make shopping easy. Our primary focus is using our online website, especially considering the current pandemic.

Thank you for making Merry Mart Uniforms your uniform supplier. We work hard to earn your loyalty. We look forward to serving you for years to come. Please feel free to contact me or Lisa Picazo with any concerns and/or questions.

Kindly,

Dave

Dave Maxwell

Store Manager

dave@merrymartuniforms.com

Cell: (408) 314-8966

Office: (408) 775-8803

Lisa Picazo

Account Manager

lisa@merrymartuniforms.com

Cell: (408) 499-7358



Merry Mart Uniforms

2021 Store Opening Information

At this time, our store will reopen on a limited basis on July 6, 2021! Our hours of operation will be Monday–Friday 11am to 5pm. At that time, our uniform specialists will be available **by appointment only** to help our kindergarten families and our students that are new to uniforms. Please call our store at (408) 296-0423 to schedule your personal fitting appointment.

We're located in the heart of Silicon Valley, right off Highway 880 between San Jose International Airport and Westfield Valley Fair Shopping Center. Our friendly staff is available to help you find the right garment in the right size and answer questions about your school's uniform policy. We have a limited number of fitting rooms available.

Our goal is for you to walk in and walk out with what you need that same day. Other stores embroider and screen print garments after you order them – we aim to have them on the shelf so you can take them home with you that day.

20% off Summer Sale

This year our summer sale will take place **ONLINE ONLY** from Monday June 7th - Sunday June 13, 2021. This will be our **only** summer sale before school starts. Please place your orders online and take advantage of **20% off** your total purchase. If you find that an item is out of stock online, please proceed with ordering the item - we will be able to fulfill your order. Online ordering is available 24/7/365. Each school is customized so you know you're buying the clothing required by your school.

We look forward to serving you!



Merry Mart Uniforms

Mail Order Return / Exchange Form

Please send your item(s) to the address below or come to the back of the store where there is a yellow dropbox and we will process your return within a couple of days. A copy of your original receipt will help us process your return faster.

Customer is responsible for return shipping charges.

Merry Mart Uniforms • Returns Dept
33 Washington Street
Santa Clara, CA 95050

CUSTOMER INFORMATION

Name		
Shipping Address		
City	State	Zip
Cell Phone	Home Phone	
Email Address		

RETURN INFORMATION

These items came from:

Internet Order # _____ Ticket # _____

Reason for Return: _____

What would you like done?

___ Exchange for: _____

___ Refund • Purchases made by credit card will be refunded to original card. If we are unable to do this we will call you for your credit card information. Cash purchases will be refunded by store check. Return policy requirements must be met for refunds to be processed.

Comments: _____



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Frequently Asked Questions

How do your sizes compare with other stores?

Sizes vary by manufacturer. We encourage you to refer to the sizing chart for each item you order.

What size should I order?

First of all, sizes are not based on a child's age. All of the children in your child's class are the same age, but they are not all the same size. Also, every manufacturer has a different idea about what the measurements should be for any given size. To help you choose which size to purchase, we have included on the product pages manufacturer size charts when available. Please take the time to measure your child as described in the size chart - this is the next best thing to trying the garment on your child. If your child is between sizes, we recommend buying the larger size.

What if my child needs a special size not offered in the Online Store?

If your child needs a special size not offered in our Online Store, please contact us for assistance.

How many uniforms does my child need?

How many uniform pieces your child needs depends on several factors: your school's requirements, your laundry schedule, how hard your child is on clothes. In general, we suggest your child have 3-5 tops, 2-3 sweaters/sweatshirts, and 2-3 bottoms. This estimate works well with two laundry days a week for a child who keeps clothing relatively clean and in good repair. Please adjust based on your needs.

Are your uniforms guaranteed?

All garments are guaranteed against manufacturing defects for one school year under our Limited Warranty. Please note: holes in pant knees are not guaranteed by the manufacturer - this is a use issue, not a manufacturing defect. (Many parents just convert them into shorts!)

What payment methods do you accept?

Online we accept...

* Credit Card (Mastercard, Visa, Discover, American Express)

In our Santa Clara store we accept...

* Cash

* Credit Card (Mastercard, Visa, Discover, American Express)

How long will it take to receive my order?

Most customers in the San Francisco Bay Area receive in-stock items within 3 business days. Customers outside of the San Francisco Bay Area can expect delivery of in-stock items within one week.



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What happens if some of my items are back-ordered?

Most back-ordered items take 1-2 weeks to be restocked. For more information, please read our [Backorder Information](#).

How do I return items to you?

Start by reviewing our [Return Policy](#). You may return your merchandise to our Santa Clara store. During the Covid pandemic, we have set up a yellow cart at our back door for you to drop off any returns or exchange garments. We will process the orders in one to three days and ship them back to you with a tracking number. You may also ship merchandise back to us. In the package, please be sure to include our [Mail Order Return Form](#) along with the items you are returning. If you don't have the Mail Order Return Form please see our FAQ site for a copy. Return shipping charges are the responsibility of the customer.

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408-296-0423

admin@merrymartuniforms.com



School Uniform Helpful Hints

GOLDEN RULES

- Shop early for the best selection and to avoid crowds.
- Let us help you determine the best size for your student. Not every 5-year-old wears size 5.
- Just in case, keep your tags on until your child wears an item to school.
- If you do not see what you need please let us know - we have additional merchandise in our warehouse. Out-of-stock items can be ordered and customers who pre-order receive priority when new shipments arrive.
- Be sure to order from the correct school program. If an item is not on your uniform list then we cannot be responsible for your purchase. Buy the right color, style, and product for your child's gender and grade.
- If you have a question about your uniform program, please refer to the parent handbook from your child's school.
- Do not use any bleach, not even fabric-safe bleach. Bleach is bleach.
- Allow 15-30 minutes per child to select the uniform.

HELPFUL HINTS

UNIFORMS NEVER CHANGE. THEY STAY THE SAME FOR YEARS, RIGHT?

- Sometimes uniform requirements and garments change. Principals update and expand or simplify their dress code and manufacturers introduce new garments and discontinue older ones. We are happy to provide you with your school's current uniform requirements and we strongly encourage you to refer to it whenever you are shopping.

HOW DO I CHOOSE THE RIGHT SIZE?

- We recommend buying 1 size larger than the perfect size for your child. Kids always grow and hopefully their uniform will last the school year. Make sure your child tries on all the uniforms you purchase and that they can sit and move comfortably in them. Don't worry about the number or letter size on the garments - this can be different from fashion clothes. If it looks right and feels right then it fits!



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MY CHILD'S UNIFORM FITS JUST FINE BUT IT'S TOO LONG. WHAT CAN I DO?

- Often a simple alteration will make your child's clothing fit better. Hemming pants, skirts, and jumpers makes a huge difference in how they look & fit. If sewing is not your thing, we recommend you check with a local dry-cleaner or alterations shop. Prices can vary widely so always call a few before selecting one.

UNIFORMS MUST REQUIRE SPECIAL LAUNDERING. I PROBABLY NEED TO HAVE THEM DRY-CLEANED, RIGHT?

- No. Uniforms are wash and wear – no one wants to dry-clean kids' clothes. Always follow the manufacturers' instructions. But if the tag has been removed then we recommend:
- Turn garments inside out to wash - especially dark garments or ones that have been embroidered or silk-screened.
- Wash in warm or cold water and dry in a warm or cool dryer or lay flat to air-dry.
- Cool iron only if needed – polyester melts if it gets too hot. Never iron a garment that has been embroidered or silk-screened.
- Never bleach and avoid using detergents with "color-safe" bleach too. We recommend using All Free & Clear or Woolite.
- Plaid jumpers, skirts, and skorts look best year after year if they are steam pressed by a dry-cleaner once a year.
- NOTE: shrinkage is generally minimal with uniform garments but the hotter the temperature of your washer and dryer the greater the chance it will experience some shrinkage. When uniform garments do experience some shrinkage, they generally get a little shorter, not narrower.

DARK COLORS ALWAYS FADE FOR ME. ANY ADVICE ON HOW TO PREVENT THIS?

- Yes, dark garments are susceptible to fading. But there are things you can do to lessen it. In addition to following the manufacturer's care instructions, we recommend:
- Turn garments inside out to wash - this minimizes abrasion which causes fading.
- Never bleach and avoid using detergents with "color-safe" bleach too. We recommend using All Free & Clear or Woolite. Consider using a detergent formulated for dark fabrics.
- Hot water fades clothes faster - use the coolest water possible for dark colors.

OH GOOD! YOUR PANTS HAVE DOUBLE KNEES!

- Yes, our boys' pants do have double knees in them and many parents think this keeps them from being damaged. The role of the double knee is to provide reinforcement behind the fabric to protect your child's knee should they fall. The double knee does not keep the fabric from being damaged, it just helps minimize the damage done to the skin.



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I NEED SOMETHING THAT I DON'T SEE IN YOUR STORE. WHAT CAN I DO?

- Please let us know if there is ever anything you need for school that we don't have. Often, we have more stock in our stockrooms or a new shipment is on its way and we'll be happy to let you know when it arrives. If you prefer, merchandise can be shipped to your home.
- Many of the uniforms we sell are custom-made, embroidered, or silk-screened for specific schools. These garments often take longer to arrive than basic items used in common by many schools.

I LIKE TO BE PREPARED. I'LL WASH ALL THESE NEW CLOTHES AND PUT MY CHILD'S NAME IN THEM AS SOON AS WE GET HOME!

- It's best not to wash the uniform items before your child wears it. Keep the tags/packaging on everything until your child is going to wear it. If you find you don't need as much as you purchased or that your child has grown, then you can return/exchange these items. A copy of our return policy is attached to your receipt.

I NEED MORE UNIFORMS BUT I JUST DON'T HAVE TIME TO DRIVE TO THE STORE.

- Order on-line at www.MerryMartUniforms.com. When you know your child's size it's easy and convenient to shop on-line. Most customers receive their orders in just a few business days.

HAVE ANY QUESTIONS WE HAVEN'T ANSWERED? PLEASE LET US KNOW! WE'RE HAPPY TO HELP!

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408-296-0423

admin@merrymartuniforms.com