



Parent's Direct Guide to Online Ordering



To start, please go to the Brigade Parent's Direct website: www.brigadeuniformdirect.uk.com

(If you are already on your school's ordering page please move on to 'Placing your Order').

Registering on the site

- Access the site via the domain name www.brigadeuniformdirect.uk.com or click the link below: <http://www.brigade.uk.com/direct/index.php?pdPage=login>
- Enter the school name under the new customers section and choose your school from the drop down list provided and click continue.
- In order to access the site, you will need to register by completing all required fields (you can enter any year group in the pupil class field as this is not a sensitive field) then click submit
- Once you have submitted your details the system will automatically send you an email to the address provided confirming your passcode. You can then return to the site (using domain name or link) and then enter the school's site by entering the email address and passcode under the returning customers section. This will then take you directly to the schools' site to view garments and prices. We recommend you keep a record of the passcode for when you later need to access the site. However, if you do forget the code, just click *Forgot Password*, enter your email address and the system will email a reminder.

Hint: Your school logo will appear when you have made your choice. If the logo shown isn't your school please choose again. If your school isn't available then this service is not available for your school.

Your School uniform Page

- If successful you should now be on your school's own uniform page. Here you can view your schools uniform policy, contact us for help and see the items available for purchase.

Placing your Order

- First you must select your required item by clicking on the link within the item summary box.
- On the page you will see the colours/sizes available to order. Click on the required colour which will then show as the 'colour being ordered'.
- You must now enter your required quantity next to the required sizes(s).
- Once you have done this, click 'add items to order' to add them to your shopping cart.
- A confirmation page will show and state that they have been added to your cart. From here you can go back to your school's main uniform page, order more of this item (i.e. if you require the same item but in a different colour, or if you have forgotten to order a certain size) or view your shopping cart. You can also change the quantities of the items you have just added. If you want to change the quantities please do so and then click 'Update quantities'.
- Please continue to make your required selections and add them to your cart. When finished, you can either click 'view cart' from the above mentioned page, or click the 'view cart' button which is on the right of the page.
- You will now see all of the items you are about to place an order for.
- You can modify or delete your items here. **Note:** If you click 'delete all of this item' it will delete all of the colour/sizes for this item without warning.

www.brigadeuniformdirect.uk.com

- The payment page should now appear. This needs to be fully completed carefully, your contact details must match your card details otherwise the payment may fail. We accept all major credit cards. You can see the full range of cards we accept on the top right of the page.
- You will need to check the box next to the text 'I have read and agree to all terms & conditions' before placing your order. Once you have done this, click 'Submit your order' to place your order and make your payment.
- If your payment is successful you will receive an order confirmation which will be e-mailed to your given e-mail address.
- If your payment is unsuccessful you will receive a message on screen informing you so. You can return to your shopping cart from here to attempt to place your order again. Please note that the main reason this may happen will relate to your payment method, the following are common reasons why this may happen:

You have made a mistake when entering your details on the payment page

Your card is invalid or has been stopped by your bank

You are over your spending limit

We will try to help in any way we can, but please note that we cannot speak with your bank on your behalf.

We cannot enter your card details for you and we cannot take payment over the phone or by any means other than the online card payments.

We hope you enjoy using our site and look forward to receiving your order!

If you require any further assistance, please e-mail customer services at:

webhelp@brigade.uk.com

Further Info:

Your school may still be offering a uniform supply service. If you cannot place orders online for any reason, please speak with the person responsible for uniform at your school. They may still be able to supply you direct.

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