



FAQs

ArgyleOnLine Shopping FAQs

What methods of payment do you accept?

Payment can be made by Credit Card (Visa, MasterCard), Debit Card (Visa, Master Card), Direct Credit or Cheque (payable to ArgyleOnLine).

Can I get a WINZ quote?

Work & Income New Zealand (WINZ) quotes can be created and printed from the website by following the instructions provided.

What is a WINZ quote?

A WINZ quote can be used to apply for assistance with the purchase of your schoolwear requirements. Once you have created and printed a WINZ quote on our website you will need to take it to your nearest WINZ office for approval and payment. Payment must be made by Direct Credit from WINZ. Once we receive payment from WINZ we will be able to despatch your order that you entered into the website.

Please note that WINZ may not confirm your full order, if this happens you will need to contact us immediately.

How do your sizes compare to other store sizes?

Sizes can vary by manufacturer and item. School uniform sizing does not match leisure wear. We encourage you to check the sizing chart with **each** item to ensure a proper fit. We appreciate your feedback in regards to size charts as all students are different sizes, and the more information we get the more accurate we can make them. Please contact Customer Services if the size you've received doesn't fit and we will help to match the measurements to the correct garment.

How do I order the proper size?

Take the time to measure your child, the chest or waist measurement on the size chart is that of the wearer. Match the chest or waist measurement to the garment size chart to find the correct size. We have allowed for a comfortable fit and room for the wearer to grow.

How do I measure my child?

Use the measuring tapes available from your child's school. If you are unsure of where to measure, check our [measuring guide](#).

How many uniforms should I purchase?

This depends on your laundry schedule. We recommend a minimum of 3 tops and 2-3 bottoms. It is easy to order more garments if they are needed.

What happens if I order the wrong style or size?

You will be responsible for the cost of returning the garment to us for replacement. We will send the correct garment to you at our cost.

What happens if I want to change my order?

If you change your mind about what you want to order before you send us your payment then just complete a new order online. However if you have already paid for your order you will need to contact us, and either swap a garment, or place a new order.

Is the ArgyleOnLine website pricing inclusive or exclusive of GST?

ArgyleOnLine website pricing for both garments and freight charges are inclusive of GST as is the order confirmation you will receive. Please note that the invoice you will receive with your garment order will show pricing and freight charges exclusive of GST and GST will be calculated and added at the bottom of the invoice. The total of your order confirmation and the invoice will be the same.

How will my order be delivered?

We will do our utmost to deliver your order within 3-5 working days from receipt of your order and your payment. Deliveries are made through our nominated courier and a customer signature is required as proof of delivery. If there is no one available to accept delivery of the goods a notice will be left by the courier asking you to arrange a more suitable time for delivery, or for you to collect the goods from the courier depot.

Delivery will **only** be made to a physical address in New Zealand. We cannot deliver to PO boxes. There is a standard shipping charge per order; this will be shown on your order during checkout.

We do not take responsibility for failed deliveries when a customer has provided incorrect or inaccurate delivery

information. Delivery times quoted are estimates only; we cannot be responsible for delivery delays due to causes beyond our control.

How can I return my order?

Garment(s) should **only** be returned if you have ordered the wrong size garment or there is a problem with the garment.

To return your order it must be accompanied by a copy of the original order or invoice.

Please address your parcel to:

ArgyleOnLine
PO Box 13 213
Onehunga
Auckland 1643

Terms of return

An order can only be returned within 14 days of receipt. Items must be unworn and in original condition in order to be returned.

Damaged, worn, unwashed or altered garments will **not** be exchanged, credited or refunded.

If a fault should appear after a garment has been worn please launder before return.

Shipping costs of returning an item will be at your own expense unless an item is faulty; in this case please call us to arrange free postage.

If an item is being exchanged for a different garment size then the postage costs of returning the item will be at your own expense.

Any refunds will be made back to the means of purchase, i.e. credit card, direct credit or cheque. We will not refund purchases of multiple garments used for the purpose of determining the correct size.

Is It Safe To Buy Online With My Credit Card?

We use the highest level of online security to ensure that online shopping with your credit card is safe.