

SULS UNIFORM ORDERING FALL 2024

Order Online via:
[Southern Lab Uniform Store](https://www.southernlabuniform.com)
[Link: mytshirtquote.com/sulab](https://mytshirtquote.com/sulab)



1. How will the uniform ordering process work?

- The uniform ordering process will operate through the SULS ONLINE store, accessible via a provided link when the store opens.
- It is important to note that the Kitten Store will not be utilized for back-to-school orders. There will be NO in-person ordering. All submissions must be made online. For sizing purposes, uniform try-ons will be available at the school beginning .

2. What is the schedule for ordering?

- Fall 2024 Ordering will open on April 15.

3. How will you pick up your order?

- Please note that orders will not be available for pickup from the school.
- Upon placing your order, you will have the choice to have it shipped to your preferred address or to pick it up directly from The Printing Source. Their address is 888 Harding Blvd, Baton Rouge, LA 70807, and their operating hours are from 9 am to 5 pm, Monday through Friday.
- Shipping fee begins at \$10
- Please note that orders will not be available for pickup from the school.

4. Is the uniform brand different from last year?

We are using some of the same brands as last year. Check the site for specifics.

5. Will there be an issue with green pique polo shirts this year?

- No, we do not foresee any issues with green pique polo shirts this year. While there will be a limited quantity available, we anticipate meeting the demand adequately.
- However, it is important to note that green pique polo shirts are considered special order items and must be requested before June 1.

SULS UNIFORM ORDERING FALL 2024

6. Are there any new items? What are they?

- Yes, there are new items.
- Some of our new items include a gold cardigan, a kelly green cardigan, and a SR's only gray cardigan.

7. What is the turnaround time for orders?

Order Date	Estimated Completion Date
April 15-April 30 (Priority Ordering)	May 27-May 31
May 1 - May 14 (Priority Ordering)	June 17-June 21
May 15-June 5	July 15-July 19
June 6-June 30 (Final Batch)	July 31st

*The following items cannot be guaranteed after May 14- yellow oxford for Seniors ONLY, kelly green pique polo (all sizes), augusta medalist jacket, cardigans.

8. Is pricing similar to the 2023 pricing?

- Yes, the pricing for Fall 2024 uniforms is similar to the pricing in 2023. It is important to note, however, that like most items, prices may experience slight increases from year to year.

9. Will we be able to order Spirit Shirts at the same time?

- Orders for spirit shirts (t-shirts) and sweatshirts will open July 15.

10. Why is the process changing?

- The process is changing due to the growth in enrollment at Southern University Laboratory School. As our student population has expanded, we have recognized the need for more efficient processes to accommodate this growth.
- By partnering with The Printing Source and transitioning to their online ordering system, we aim to streamline the process for ordering and pickup, ensuring that everyone receives their items in a timely manner and is prepared for the first day of school.

SULS UNIFORM ORDERING FALL 2024

11. Current Uniform Vendors for Plaid Bottoms

- Young Fashions- 11111 Coursey Blvd, Baton Rouge, LA 70816
<https://www.youngfashions.com/schools/southern-lab-baton-rouge-la.html>
- School Time- 7745 Jefferson Hwy, Baton Rouge, LA 70809
<https://www.schooltimeuniforms.com/schools/0155-southern-lab.html>
- Inka's Uniforms-11626 Sherwood Forest Ct, Baton Rouge, LA 70816
<https://www.inkas-uniforms.com/southern-lab>

12. Who do I contact for questions regarding my order?

For questions regarding your order, you may contact The Printing Source, Inc. by phone or email at 225-775-3334 or info@printingsourceinc.com.

SULS UNIFORM ORDERING FALL 2024

Refund/Returns/Exchanges Policy:

Eligibility for Refunds/Returns/Exchanges:

- Refunds, returns, and exchanges are available for garments that have not been worn, washed, or damaged.
- All requests for refunds, returns, or exchanges must be made within 30 days of receiving the garments.
- Any garments that do not meet the above criteria are not eligible for refunds, returns, or exchanges.

Refund Process:

- To initiate a refund, customers must contact our customer service team within the 30-day period from receiving the garments.
- Proof of purchase, such as order confirmation or receipt, may be required for processing refunds.
- Once the returned garments are received and inspected, refunds will be issued to the original payment method used for purchase.
- The refund amount will exclude any shipping charges incurred during the original purchase.

Return Process:

- Customers must contact our customer service team within the 30-day period from receiving the garments to request a return.
- Returns will be accepted for garments that meet the criteria of being unworn, unwashed, and undamaged.
- Customers will be provided with a return shipping label or instructions on how to return the garments.
- Upon receipt and inspection of the returned garments, a refund will be issued to the original payment method used for purchase, or customers may opt for an exchange.

SULS UNIFORM ORDERING FALL 2024

Exchange Process:

- Customers wishing to exchange garments must contact our customer service team within the 30-day period from receiving the garments.
- Exchanges are subject to availability of the desired size, color, or style.
- Once the exchange request is approved, customers will be provided with instructions for returning the original garments.
- Upon receipt and inspection of the returned garments, the exchanged items will be shipped to the customer.

Exceptions:

- Items marked as final sale are not eligible for refunds, returns, or exchanges unless they arrive damaged or defective.
- Returns or exchanges for items purchased through third-party retailers or other channels must be processed through the original point of purchase.

Damaged or Defective Items:

- If garments are received damaged or defective, customers must contact our customer service team within 30 days of receiving the items to arrange for a refund, return, or exchange.
- Proof of damage or defect may be required, such as clear photos or a description of the issue.

Customer Responsibilities:

- Customers are responsible for ensuring that returned items are securely packaged to prevent damage during transit.
- Any additional shipping charges incurred for returns or exchanges are the responsibility of the customer, unless the return or exchange is due to an error on our part.

Contact Information:

- For assistance with refunds, returns, or exchanges, customers can contact our customer service team via email, phone during business hours.

Policy Updates:

- We reserve the right to update or modify this refund/returns/exchanges policy at any time without prior notice. Any changes will be effective immediately upon posting on our website.
- By making a purchase with us, customers acknowledge that they have read, understood, and agreed to the terms of this refund/returns/exchanges policy.