

HOW TO ORDER & FAQs



2025 - Sevenoaks Senior College - Yr 12 (ADD2)

SPRAY SIDE



FLEECE SIDE



STEP 1

VISIT THE FOLLOWING LINK: <https://www.reformclothing.com/au/order/1158118662>

STEP 2

PLACE ORDER:

Fill in all your order details and add your **individual order to the cart**. Proceed to check out to confirm and pay for your order.

NOTE: Ensure the spelling and upper/lower case for your Custom Name/s is correct. This will appear on your garment exactly as it's typed. You have access to log in and edit your order details until the group deadline date.

As your garment is custom-made to order, we do not offer exchanges, refunds or alterations of any kind.

We cannot accept orders once the deadline date has passed and the order is closed.

STEP 3

LOG IN:

Log in or create a new account using your email address and password of your choice.

Please ensure the account is created under the name of the person receiving the garment.

STEP 4

PAYMENT:

Complete the final check and payment for your order.

If you have any issues please see your group organiser or call Reform Clothing Co. on 1300 885 927 8:30-4:30 M-T and 8:30-4:00 Friday AEST.

When and where will my order be delivered?

The bulk order will be delivered to one address chosen by the group order manager. Deliveries are not made to individual addresses. Delivery is approximately 10 weeks from when the order manager submits the group order. Production on garments will not begin until that order submission.

What size should I order?

Reform offers adult unisex sizing, which is different from conventional sizing. Please refer to the sizing chart on our website - it is important to ensure the instructions are followed carefully, as we don't offer refunds/exchanges if the incorrect size is ordered.

Do I need to create an account to order?

Yes, you will need to create an account so you can manage your order until the group deadline. An order confirmation and payment receipt will be sent to the email address used to create the account. Please ensure you keep this until after you have received the item.

How do I pay?

Payments are made via credit/debit card on checkout.

Can I make changes to my order?

You can edit your order before the group deadline by logging into your account and clicking "orders" at the top of the page. Select the order you wish to make changes to, make the relevant changes, and save. If you have already ordered, you can click "edit" in your order confirmation - this takes you back into the order. Make your changes and save. Changes cannot be made after the group deadline.

When do I have to order by?

The group deadline set by your order manager will appear at the top of the ordering page. You have until 11:59pm AEST of the group deadline date to place your order. We cannot accept orders once the deadline date has passed and the order is closed.

My name is too long - can I still have it on my garment?

Please email us with the following details: order ID/organisation name, which design to order, and the size and the name spelled exactly as you want it (case sensitive). We will confirm what's possible.

What characters are supported in the custom name field?

Our custom names can support any character found on a standard keyboard. All custom names are case sensitive and we cannot support emojis or symbols.

Can I cancel my order?

Please contact us for any cancellations – they cannot be processed after the group deadline.

I've missed the deadline - how can I place an order?

Please speak to your order manager about a deadline extension or opening an additional order (minimum order quantities and surcharges may apply). We cannot accept orders once the deadline date has passed and the order is closed.