

## SIZE24 – FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. ABOUT SIZE24

Q. What is Size24?

Size24 is an established school uniform manufacturer and supplier in Pune, serving prestigious schools like The Lexicon Group, The Bishop's School, Chatrabhuj Narsee School. We provide high-quality uniforms, accessories, and footwear with both in-store and online ordering options.

### 2. ORDERING & WEBSITE

Q. How do I place an order?

You can place your order easily through our website: [Size24.in](http://Size24.in). Select your child's school, choose items, select sizes, and checkout.

Q. Do I need to create an account?

Yes, we recommend it so you can track orders, save sizes, and view your purchase history.

Q. Can I order from the store directly?

Yes. We have outlets at:

- Size24 Kalyani Nagar
- Size24 Wagholi (BA HUB)

All stores operate daily from 11 AM to 7 PM.

### 3. SIZING & FIT

Q. How do I know which size to order?

Each product page includes a Size Guide. You may also visit any Size24 store for a free trial.

Q. If the item doesn't fit, can I exchange it?

Yes. Exchanges are allowed for unused items with tags intact. Bill/invoice is mandatory. Exchanges are only at stores.

### 4. DELIVERY & SHIPPING

Q. What is the delivery timeline?

Orders are delivered within 3–7 working days depending on product availability. If your ordered size is available, we deliver within 48 hours.

Q. Do you offer express delivery?

Yes, on select items for an additional fee.

Q. Can I track my order?

Yes, tracking is shared via SMS/Email/WhatsApp.

## 5. EXCHANGE & RETURN POLICY

Q. What is the exchange period?

Exchanges are allowed within 7 days of receiving the order.

Q. Are returns/refunds allowed?

We offer exchanges only. Refunds are not applicable for school uniforms.

Q. Can I exchange online-purchased items at the store?

Yes, you can visit any Size24 outlet.

## 6. PAYMENTS

Q. What modes of payment do you accept?

We accept:

- ✓ UPI
- ✓ Debit/Credit Cards
- ✓ Net Banking
- ✓ Paytm
- ✓ Razorpay
- ✓ Cash

■ We do not accept Cheques.

## 7. LOYALTY POINTS & DISCOUNTS

Q. Do you offer reward points?

Yes, reward points are earned on purchases.

Q. When can I redeem points?

Points can be redeemed on orders above ■6,000. Points do not expire.

## 8. SCHOOL PARTNERSHIP

Q. Which schools does Size24 supply uniforms for?

We supply to:

- The Lexicon Group of Schools

- The Bishop's School
  - Chatrabhuj Narsee School
- ...and many more.

## 9. STORE LOCATIONS & TIMINGS

All Size24 stores operate 11 AM – 7 PM, all 7 days.

## 10. CONTACT & SUPPORT

Q. How can I contact customer care?

Kalyani Nagar Store: 9860024242

Wagholi Store: 9860624242

Email: [info@size24.in](mailto:info@size24.in)

WhatsApp: Real-time order updates available

Support available during working hours.

## 11. MISCELLANEOUS

Q. Do you provide school shoes and accessories?

Yes. We offer:

- Shoes
- Socks
- Ties
- Belts
- Hair accessories
- Bags
- Seasonal wear (sweaters, jackets)

Q. Do you take bulk or custom orders?

Yes. Schools and institutions may contact us for bulk/custom uniform solutions.