



CHC Student Online Apparel Store FAQs

- Q. In addition to youth sizes, are larger adult styles and sizes for these polos and outerwear also available?
- A. Yes, all polos, pullovers and jackets are available in youth, men's and ladies' sizes and styles
- Q. How can I assure that I get the right size apparel for my student?
- A. In addition to a detailed size chart available for each item on the website, CHC also maintains a sample inventory of every style, size and color offered so you can see and feel everything firsthand if you'd like.
- Q. Are the polos and outerwear on the www.chcapparel.com online store in conformance to the new, updated CHC Dress Code?
- A. Yes, all items offered through the online store meet the new CHC student uniform requirements
- Q. What is the advantage of shopping through the new CHC online apparel store?
- A. Online shopping provides a fast, easy alternative to traditional shopping. Also, all items purchased through the CHC online apparel store conform to the new 2019-2020 CHC student uniform requirements.
- Q. When is the CHC student online apparel store open?
- A. The online store will be open for 2 weeks at a time on the following dates in 2019-20: July 1 - July 14; July 15-28; August 19 - September 1; October 14-27; and January 20-31.
- Q. Why is the www.chcapparel.com store not "on" all the time?
- A. Experience has taught us that we can provide the best pricing and fastest delivery for student apparel when offered during two-week buying periods throughout the school year.
- Q. Why are my online orders offered for pick-up at Cherry Hills Christian School and not shipped right to my home?
- A. Since we offer apparel from multiple supplier sources through the online store, we eliminate potential multiple shipping charges to you by consolidating all orders here in Colorado and delivering individually packed customer orders to the school for pick-up.

- Q. How will I know when my order is ready for pick-up at the school?
- A. You will be contacted by email when your order is ready.
- Q. Why does it take another 1-2 weeks for my order to be ready after the 2 week on-line buying period ends?
- A. To eliminate shipping costs and keep CHC apparel prices as low as possible, we consolidate orders at the end of each 2 week buying period, ship everything to Colorado where we pack each individual order to take to Cherry Hills Christian for pick-up.
- Q. How do I contact someone if I have questions?
- A. There is a "*Questions and Comments*" form on the Contact page of the site, or you can e-mail us at chcapparel@halo.com. We monitor the customer service email closely and respond quickly to any customer questions - usually within an hour or two.
- Q. What if an item I ordered doesn't fit my student?
- A. Hopefully, the available size charts and samples help you to determine the best fit before you order but, if you end up with something that doesn't fit, we maintain a small inventory of all styles and sizes and Cherry Hills Christian School where you can exchange any new (unworn and unwashed) item.
- Q. How do I pay for my order online?
- A. MasterCard, Visa and American Express credit cards are all accepted through the store.
- Q. If there's something else I'd like to buy through the online store, can it be added?
- A. We are open to input from parents and students about what else could be included on the store and will consider expanding our offerings to meet these needs in the future.
- Q. What about pants, shorts, shirts etc.?
- A. Currently, we only offer student uniform tops through the store. Parents can continue to purchase conforming bottoms (navy blue or khaki) or tops through other sources as in the past.
- Q. Do you offer any logoed CHC items through the on-line store?
- A. Not at this time.