

**Q How do I order?**

**A** The quickest and most efficient way to order is via the online shop; <https://www.tacklebag.co.uk/wallington-county-grammar-school/>.

**Q How long does it take to get my kit?**

**A** Orders are normally despatched within 2-3 working days. In July/August/September lead times will on occasion be longer as this is our busiest time of the year.

Some items of optional kit may take longer as we may need to embroider the school crest on a item. In this case we will inform you of the estimated delivery timescale.

IF YOU ORDER A SPORTS BAG or BACKPACK – please allow up to 5 working days for delivery as we need to personalise the bag for you.

**Q Is everything in stock?**

**A** Everything is either in stock or available very shortly. Occasionally a specific item or size will be out of stock for a few weeks but if so, we will advise you; and in that event we will ship what we have and send the missing item later at our own expense.

**Q My son is joining the school in September; what does he need?**

**A** The “required items” for new starters are displayed on the main page of the online shop & indicated on order forms.

- WCGS Tight Fit Rugby shirt
- WCGS Rugby shorts
- WCGS Rugby socks
- House Rugby Shirt (your house only)
- House T-Shirt (your house only)

Additional items can be found in sub categories titled “Optional Kit” and “Cricket Kit”. Items such as, a Hoody, Track Pants, Rain Jacket & Cricket Shirt complement the sports kit but are not compulsory.

**Q I am confused about the sizing!**

**A** Information on sizing is displayed on each product page, with the suppliers chest and waist measurements given as a guideline. There is also size information on order forms and size guides on our website.

Canterbury have traditionally sized items in ages – Age 8, Age 10, Age 12, Age 14 and then Adult XS, S, M, L etc. Often Adult XS and Age 14 are the same so we only stock one.

Products on the website can have different prices as “Junior sizes” for smaller boys (Age 8 – Age 12) are not subject to VAT. “Senior items” (Age 14 – 2XL) for bigger boys are VAT-able so we have to add this to the price.

**Q Do you have a shop where we can try on for size?**

**A** No, we are essentially an online business and our prices reflect this! We do have an office/warehouse in Twickenham, which can be visited at a pre-arranged time – please contact us before you visit so we can have someone ready to help.

**Q How do we contact Tacklebag with any enquiries?**

**A** You can email or call the Tacklebag office and our staff will be happy to help with any queries you may have regarding orders, sizing etc. Office hours are generally 9:00am – 5:00pm, Monday to Friday.

**Telephone:** 0208 740 4850    **email:** [support@tacklebag.co.uk](mailto:support@tacklebag.co.uk)

**Q How do the prices compare with sports shops?**

**A** Most of the PE kit is made by Canterbury of New Zealand and is of the highest quality. However because we are an online shop and are contracted to the School, we do not need to charge retail prices. Our policy is that even with the school crest, the cost of PE kit should be lower from us than the equivalent item without crest would cost you on the high street.

**Q What if we buy something that doesn't fit?**

**A** Provided it is re-saleable and has the swing tickets attached – we will exchange at no cost or refund in full; just post the garment back to us or come and see us when we are at the school. If you ordered the wrong size we do ask that you pay for postage for returning the item(s) but we will resend your preferred sizes to you **free of charge**. If the error was ours we offer to reimburse the cost of sending items back.

**Q What are your postage/carriage rates?**

**A** All orders of **£60.00 and above** are eligible for **Free delivery**. For orders below this amount we charge £3.99. This is often less than it costs us with courier companies to the send goods out.

You can collect kit from us **free of charge** at Pop-up Shop events held at the School.

**Q My son can barely get his tight-fit rugby shirt on and off...**

**A** Slim fit shirts are designed to be **skin-tight**. The pros wear them and one advantage is that it is harder for a tackler to grab hold of ... if you prefer a looser fitting shirt please opt for a larger size than usual.

**Q What is the difference between rugby and PE shorts?**

PE shorts are lightweight & more comfortable for indoor games and PE, but will not withstand the rigours of rugby. Rugby shorts are specifically designed to be hard-wearing.

**Q What kit is required for cricket?**

**A** WCGS Cricket kit is optional so only needed if your son is a keen cricketer. We supply WCGS branded cricket shirts and trousers.

Boys may want school cricket kit for winter indoor nets but you may prefer to wait till the spring and check his size again before you buy!

**Q Do we need a house rugby shirt & t-shirt?**

**A** Yes, the school has indicated to us that a House Rugby Shirt & a House T-Shirt are compulsory items. You only need to buy the items for your child's particular house (details supplied by the school).

**For up-to-date information check**

**[www.tacklebag.co.uk](http://www.tacklebag.co.uk)**

**Tacklebag Ltd**

**15 March 2022**