

How To Order with Trutex

HOW TO ORDER



Order online at
www.trutex.com/eu

Simply register and enter your school code **LEA000155TF** to start shopping.

HOW TO PAY

We accept the following:



Klarna.



DELIVERY

FREE Ship2School

This service is FREE
Term time only

Standard Delivery: €10.00

This service is FREE on orders over €150

Hassle-free Returns

We will be happy to refund any items that you are not completely satisfied with, as long as they are returned in an unused condition within 60 days of receipt.

For returns/refunds, please follow the instructions on the paperwork provided in your delivery.

Please note that refunds may take up to 14 days to process.

HOW TO CONTACT US

Customer Service

For all enquiries relating to your order please contact us using any of the options below:



Live Chat

9am - 5pm (Mon-Thurs)

9am - 3pm (Fridays)

8am - 8pm - during August

This is the quickest way to contact us



Email Us

Email tdint@trutex.com stating your order number followed by your query. Emails will be responded to within 48hrs. Please check your junk folder for responses



Phone Us

Call **+33 (0) 20 808 8620** to speak to a Customer Service Representative



Social Channels

Facebook:

[@TrutexSchoolwear](https://www.facebook.com/TrutexSchoolwear)

Instagram:

[@trutex_schoolwear](https://www.instagram.com/trutex_schoolwear)

Twitter:

[@trutexltd](https://twitter.com/trutexltd)