

LANDS' END SCHOOL

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Lands' End School is proud to offer the DRVC-Department of Education Schools a premium uniform program that will provide world class service, unmatched garment quality, and price discounts for all their students that participate in the program.

Why Your Schools Will Love Lands' End School

Lands' End School was established in 1997 to bring the same quality, fit and comfort to school uniforms that parents were accustomed to buying from our consumer business which has been a pioneer in the apparel space for over 50 years. We are America's premier school uniform provider, with 20 years of experience serving over 5,000 schools and helping millions of students get ready for class every day. These schools have chosen, and stay with, us because of the unmatched benefits we offer to the institution, parents and their families.

Since its inception, Lands' End has been known for its industry-leading product quality and world class service, putting your families, students, and staff first, which makes the program we launch with your school long-lasting and meaningfully impactful. As a company that started manufacturing apparel that consumers love to wear, we took that same philosophy and applied it to school uniforms, pairing it with superior web and fulfillment solutions, and supporting it with our brand promise that everything we make is Guaranteed. Period.® Lands' End produces uniforms, custom and off-the-shelf, that range from toddler to adult sizing, including slim, plus, and husky options as well allowing for the proper fit for any child.

Lands' End is committed to being your partner and providing a one-stop solution for all your school uniform needs. Whether it's through your school's custom online storefront, interacting with our world class customer care team, or working with your school's dedicated account team, Lands' End has the solution you're looking for.



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QUALITY GARMENTS

Lands' End has produced top quality garments since its inception. Quality is a core component of the Lands' End brand and ensures happiness with your purchases now and in the future. Because we are a Direct Merchant, we partner very closely with our manufacturers and vendors and ensure that nothing but the best quality is delivered to each and every client we work with. Our selection ranges from standard uniform items to custom garments, to accessories to outfit your students exactly how you want with no exception.

Warranty

With Lands' End, "If you're not satisfied with any item, simply return it to us at any time for an exchange or refund of its purchase price." Even if it has been washed, worn, or embroidered. We mean every word of it. Whatever. Whenever. Always.

Unlike most school uniform companies, we stand behind every product we sell with no conditions or restrictions. No 30-day limitations. No exchange-only terms. Lands' End's Guaranteed. Period.[®] return policy is second-to-none in the industry and is in place to ensure your family's happiness and satisfaction at every stage in the uniform partnership process. Our team is guaranteed to work relentlessly to resolve your issues, build your trust, and provide a seamless partnership experience.

Embroidery and Silk-Screening

Lands' End is an expert when it comes to uniform customization. We have an in-house team with over 800 employees working year round to ensure availability and quick service.

Each year, our team embroiders over 5 million units on average. In addition to embroidery services, our in-house team also provides alternative decorating techniques including heat transfer, laser engraving, hot stamping, debossing, and monogramming.

Inventory and Manufacturing

Lands' End services over 5,000 schools enabling us to stock a wide selection of inventory for our clients. Our dedicated inventory team ensures we have the right products in stock at the right time and will work with your school to ensure inventory level requirements are met.

Being a direct merchant, Lands' End works with 100+ mills and manufacturers in over 23 countries. The Lands' End team has a broad base to pull product and resources from to guarantee quality and consistency every time. In addition to strict product quality standards, Lands' End fit-test all school apparel on real kids, and we fit students in size ranges from Toddler to Adult Tall with fits from Regular to Slim, Plus and Husky.



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SERVICE

Legendary Customer Service

Lands' End is known throughout the industry for its legendary, WI-based customer service. From the day our doors opened, our founder has preached customer service as a foundational cornerstone to our business and to "Take care of the customer, and the rest will take care of itself."



At Lands' End, customer service is key. Our business was founded on the principle of doing the right thing for the customer, and we live by that mission each and every day. As a standard measure, 90% of calls are answered by a live person within 30 seconds from our call center. We have Customer Care Specialists dedicated to your school, so they know your dress code along with any other specific needs inside and out. All our Customer Care Specialists go through extensive training before they ever talk to a customer. The average tenure of a Lands' End Customer Care Specialist is over 10 years. Thanks to our ongoing commitment to satisfaction and customer service, your school will have access to our 24/7 customer service to resolve and address any and all issues that arise throughout the process at any stage. Rest assured, your students and families will be well taken care of when they work with Lands' End.

Custom Online Storefront

Convenience and simplicity is key in today's technological age. To ensure a seamless experience with Lands' End, we build a custom storefront specifically for your school. This site gives you access to your students specific uniform collection and any logo requirements you mandate. In addition to all ordering activity, your custom storefront gives you direct access to our service team to address any issues or questions you have regarding your order or items.

Convenient Measuring & Fitting Events

Lands' End understands the importance of wearing garments that fit. To ensure students are getting the right sized garments, Lands' End will hold a centralized fitting event for students and families to attend.

We know that kids grow quickly, because of this we provide our Guaranteed. Period.[®] return policy in partnership with our fitting events. This guarantees that, regardless the situation, your student will have the right sized garment every time.

Faculty Discounts

At Lands' End, we understand the need for competitive pricing and incentives to promote more engagement. For this reason, we offer school leaders and faculty a 30% discount twice per year!

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