



## **Eagle's Nest Uniform Resale Store FAQ's**

### **Q: Where are you located?**

**A:** The Eagle's Nest (EN) is located in the IHM basement below the gymnasium at entrance # 5 near the outdoor basketball court. The door is marked with "Eagle's Nest."

### **Q: When are you open?**

**A:** Hours will be posted on the IHM Google Calendar. We are also open by appointment. Please email [ihmeaglesnest@gmail.com](mailto:ihmeaglesnest@gmail.com) to request an appointment outside of open hours.

### **Q: What forms of payment are accepted?**

**A:** EN accepts cash, checks made payable to IHM (Memo: Eagle's Nest) and store credit. Sorry, no Smart Tuition payments or credits sales are available.

### **Q: How do I know what size I need?**

**A:** Sizing information can be found on LandsEnd.com. EN has limited sample sizes of short-sleeved polo shirts available for trying on. There are also sizing charts and measuring tools available near the front of the store. Please keep in mind that most EN clothing has been worn, washed, dried (repeat!) and may not be true to size. If something doesn't fit, you may bring it back for store credit.

### **Q: Where can my student try on EN clothing?**

**A:** Students may try on items in the Early Childhood Education bathroom outside of the gym.

### **Q: Can I consign?**

**A:** No. Unfortunately, consigning became difficult to manage and there was a low demand for this service.

### **Q: What if I have clothes to trade/donate?**

**A:** Please deliver clothes during scheduled open hours or by appointment. If you deliver clothes to the school office, please clearly package and label your items with parent name, indicating what items you included and whether you are requesting credit or making a donation. If clothes are bagged but not sealed, please label each item to ensure items don't get separated from a bundle.

### **Q: What if the clothes are stained, torn, or in poor condition?**

**A:** If items are damaged beyond reasonable repair, items can be donated for inclusion in the store's FREE section. If items are damaged but can be layered or reasonably repaired, they will be given credit for inclusion in the \$1 section.

**Q: How can I find out what's in stock without coming in?**

**A:** For general availability questions, please email [ihmeaglesnest@gmail.com](mailto:ihmeaglesnest@gmail.com)

**Q: If I can't find a clothing item at EN, how do I order online?**

**A:** More information on ordering from LandsEnd can be found on IHM's school website at [Current Families – Immaculate Heart of Mary \(ihmcatholicparish.org\)](http://CurrentFamilies-ImmaculateHeartofMary.ihmcatholicparish.org)

**Q: How do I know how much store credit I have, and how can I authorize someone else to use my credit?**

**A:** Store credits are kept on file at the Eagle's Nest. For questions about your credit balance, please email [ihmeaglesnest@gmail.com](mailto:ihmeaglesnest@gmail.com). If you are authorizing another household to use your store credit, please notify one of the store volunteers, and the name will be added to your credit record.

**Q: Can you hold items for me?**

**A:** Items can be held with a name and contact information for one month. Items not claimed after a month will be returned to inventory.

**Q: How do I know if something I buy meets the dress code requirements?**

**A:** Please refer to the IHM Parent Handbook for more information. Eagle's Nest volunteers monitor and pull merchandise that does not meet dress code requirements, but something may get missed, so please alert a volunteer if there is a question. There may also be some free items that qualify as spirit wear, but are not uniform appropriate.

**Q: How do I purchase Lands End Scrip?**

Lands' End Scrip is on sale in the school office when the office is open, and in limited quantity at EN during open hours. Scrip is also sold on select weekends after Holy Mass on Saturday at 5 p.m. and Sunday at 8 a.m. and 10:15 a.m. You can also place an order ahead for larger amounts. Refer to the Church Bulletin or contact [scripihm@gmail.com](mailto:scripihm@gmail.com) with questions.

**Q: Does EN accept non-Lands End clothing?**

**A:** Non-Lands End clothing can be donated for inclusion on the FREE rack.