

Flynn & O'Hara Uniforms was founded 38 years ago, with 15 customers and a mission to provide exceptional service. 12 of the 15 customers are still with us (the other 3 have unfortunately closed). Theses customers have stayed with us because of our ability to adapt to change, to avoid problems and our penchant for solving problems that can't be avoided.

### **School Year Warranty**

Every garment sold by Flynn and O'Hara is guaranteed for one full school year, if a customer is not happy with a garment, they may return it before June 1 of the current school year and we will replace the garment.

#### Refunds

Full refunds are given on orders cancelled for any reason.

### **Exchanges**

Any item returned in its original condition may be exchanged for size, color, or for a full refund, regardless of when it was purchased.

## **Faculty discounts**

Faculty members will receive a 15% discount on all school uniform orders.



Need Based Assistance Flynn & O'Hara offers assistance to needy families to assist them in purchasing their school uniforms.

Convenient Measuring

Each School is offered on-site fitting to accommodate the busy schedule of parents, students, and administrators. We encourage students to participate at the in-school fitting; however we also are able to accommodate the last minute shopper when we return to your school in August for exchanges and new registrants. Any student who orders at the in-school fitting will be provided with a return postage form to return any item to Flynn and O'Hara at no additional expense to the customer.

**Convenient Ordering and Purchasing Options** 

We have extended hours during August to accommodate your parents and students. We also have evening and Saturday hours year round to accommodate busy working parents.



"Our secure site creates an individual page for each student's order."

## Glendale, NY and Seaford Retail Locations

Our 8,000 square foot retail store in Glendale is open year round 6 days a week. The Seaford location is open throughout the year, and during July through September, they are also open 6 days a week. We have extended summer hours to accommodate your parents and students to shop at their convenience. We have evening and Saturday hours year round to accommodate busy working parents. Our stores are full service retail locations, with merchandise available year round.

Our Glendale store has 3 in-store embroidery machines for on the spot customization of knit shirts and sweaters. They also have 2 instant Silk Screen machines for your gymwear needs. The Seaford store has 1 of each of these.

Special orders: If the store is out of stock in any item, the store will order that item in for the customer and have it shipped to their home, or arrange for them to pick it up at the store.

## **On-Line Ordering**

Our on-line Ordering system guarantees that the student will get the exact uniform your school requires.

Our secure site creates an individual page for each student's order. No more jumping from page to page. Parents can order from the convenience and comfort of their home.

# **In-School Sale Day**

A popular option for delivery is the In-School Sale Day. This is an especially easy method of delivery for parents and administrators alike. Flynn & O'Hara takes the store to your school. We bring the inventory to the school, and set up an actual store with the plain and customized products. It is a cash/charge and carry. Any orders that cannot be filled at the Sale Day will be shipped directly to the customer's home free of shipping charges.





"Flynn & O'Hara appreciates the opportunity to serve the Catholic Schools of the Diocese of Rockville Centre. You can be guaranteed of our commitment to provide the highest quality merchandise at the best possible price."

#### 800 Service

Our committed customer service department is open Monday through Friday year-round and Saturdays during the Back-To-School Rush. We have 40 customer service representatives to assist customers during the summer crunch. We are implementing the latest in IP Telephony to provide customers with unparalleled customer service. Customers can place their orders over the phone and they will be mailed to their home or business.



## Silk-Screening and Embroidery Operations

Our in-house embroidery and silk-screening operations enable us to fulfill all of customer's needs in one location.

Our in-house embroidery operation, which is staffed year round and produces over 600,000 customized, garments each year.

We currently have over 100 embroidery machines heads which allowed us in the summer of 2010 to deliver customized embroidered items in 3-4 business days.

Each year we embroider approximately 400,000 knit shirts and sweaters before June 1; therefore, providing each school with well stocked customized inventory.

# **Inventory and Manufacturing**

We maintain an extensive inventory for each schools current school uniform program on a year round basis, thereby reducing the possibility of students being "out of uniform" at any time during the school year. We are the largest provider of school uniforms in the United States.