



St. Jean de Brébeuf Catholic Secondary School

UNIFORM PURCHASING FAQs

1. Do I need to book an appointment for a uniform fitting at the DGN Kilters Mobile Retail Tuck Truck
No, at this time, there is no need to book an appointment for the Mobile Retail Tuck Truck.
2. Can I complete Returns and Exchanges at the Mobile Retail Tuck Truck
Yes, completing Returns and Exchanges at the truck is not a problem.
3. Do I need to book an appointment for a uniform fitting at the DGN Kilters Retail Store
Yes, this is an appointment booking service model. Parents may book their appointment through the dgn-kilters.com website.
Alternatively, you may purchase online through the DGN Kilters website or call directly to their Customer Service Line 1.800.437.5872
4. How do I inquire about my order status?
You may email customerservice@dgn-kilters.com or call 1.800.437.5872.
Alternatively, you could visit our website at dgn-kilters.com and use our LIVECHAT feature.
5. Does the Mobile Retail Tuck Truck carry a supply of uniforms.
Yes, our Mobile Retail Tuck Truck does carry uniforms to your school. Due to the size of the vehicle, the truck does have limitations on how much inventory it can carry for events.
6. Should I pre-register on the DGN Kilters website prior to going to the uniform fitting at the retail store?
Yes, pre-registering is required for all appointments. It also will save time at the store.
7. Will I be able to leave the fitting appointment with my complete order?
Yes, our retail location is fully stocked. It is our goal that every customer will leave with a complete order. In the event of a shortage in a particular style, DGN Kilters will ensure the order is filled promptly. Unforeseen circumstances at times may cause longer delays.
8. How busy do you anticipate the store will be with customers?
Our **By Appointment Only** service model ensures timely service and avoids congestion in the store. We have a maximum capacity of appointments per hour and each appointment represents a designated time slot per student. It is always best to book an appointment as early as possible though. We recommend having your appointment in our store in July for back to school purchasing.
9. How can I be certain I am purchasing the correct uniform items?
The DGN Kilters retail team are trained on each school's uniform program. They have full program details of the uniform requirements, as displayed in our retail store, as well as on the DGN website (dgn-kilters.com). Our staff will assist you with any questions you may have to ensure you purchase the correct items for your child(ren).
10. If I am unable to go to the retail location, is there any other way I can purchase my child's uniform?
Yes, uniform items may be purchased online at dgn-kilters.com or by calling our Customer Service call centre at 1.800.437.5872.