



FAQs

Browse the most popular questions using the sections below. If you have a question and you can't see an answer, don't hesitate to contact us by phone **043204848 or email infomea@trutex.com.**

Ordering

Q: Can I cancel or modify my order after placing it?

A: Once an order has been placed, it cannot be changed or cancelled. If needed, you can return the item in line with our returns policy.

Q: Can I place an order without creating an account?

A: No, you need to create an account using your unique school code located on the Uniform Guidelines

Q: Will I receive an order confirmation?

A: Yes, you will receive an email confirmation immediately after placing your order.

Q: Do you offer discounts or bundle deals?

A: We occasionally run promotions and special offers. You will need to join our mailing list to receive the offers.

Q: I forgot my password, what should I do?

A: Click "Forgot Password" on the login page and follow the instructions. If you don't receive the email, please check your spam or junk folder.

Orders & Delivery

Q: Can I track my order?

A: Yes, once your order has been dispatched, you will receive a shipping confirmation email with your Aramex tracking number so you can follow your delivery.

Q: How long does delivery take?

A: Delivery typically takes 2–5 working days across the UAE or GCC. During peak periods (such as Back to School), deliveries may take slightly longer.

Q: What are the delivery charges?

A: Delivery charges will be calculated at checkout based on your location and order value.

Q: What happens if I'm not available to receive my delivery?

A: If you are unavailable, Aramex will attempt redelivery or contact you to rearrange a suitable time.

Q: Can I change my delivery address after placing an order?

A: Unfortunately, once an order has been placed, the delivery address cannot be changed.

Q: Why have I only received part of my order?

A: Items may be shipped separately depending on availability. Don't worry—any remaining items will be delivered shortly.

Q: My order shows as delivered but I haven't received it—what should I do?

A: Please check with neighbours or your building reception first. If you still cannot locate your parcel, contact Aramex or our support team for assistance.

Q: What if I received the wrong item?

A: We're sorry about that! Please contact us at infomea@trutex.com with your order details and a photo of the item. We'll arrange a replacement or refund as quickly as possible.

Returns & Exchanges

Q: How many days do I have to return an item?

A: You can return or exchange items within 30 days from the date of purchase.

Q: Can I exchange a size if needed?

A: Yes, we offer exchanges as well as refunds. Items must be in resalable condition, with original tags attached, and part of the current uniform range.

Q: What if the uniform doesn't fit?

A: No problem—you can return or exchange it within 30 days, as long as it is unworn, with tags attached, and in resalable condition.

Q: When will I receive my refund?

A: Refunds are processed to your original payment method within 14 days of receiving the returned item (typically within 5 days).

Q: Will I receive a full refund?

A: Yes, a full refund will be issued provided the item is returned in acceptable condition.

Please note: any applicable discounts may be deducted from the refund

Q: How do I return an item?

A: You can return your item by:

- Emailing us at infomea@trutex.com, or
- Returning it directly to the original store

Please include:

- Order reference or receipt
- Name on the account
- Email address used for the order

Q: What condition do items need to be in for returns?

A: All returned items must be:

- In resalable condition
- With original tags attached
- Unused and not damaged
- Part of the current uniform range

Items showing signs of unreasonable use may not be eligible for a full refund.

Product & Sizing

Q: Is there a size guide available?

A: Yes, you can find a detailed size guide on each product page. OR follow

[🌐 Size Guides – Trutex](#)

Q: How do I choose the right size for my child?

A: We recommend measuring your child and comparing with the size guide provided. If possible, visiting a store to try items on can help ensure the best fit.

Q: Do you offer discounts or bundle deals?

A: We occasionally run promotions and special offers. You will need to join our mailing list to receive the offers.

Q: How should I wash and care for the uniforms?

A: For best results:

[Care Instructions](#)

- Wash at 30–40°C
- Wash dark colours separately
- Do not bleach
- Tumble dry on low (if suitable) or air dry

Always follow the care label on the garment.

Still have questions?

If you couldn't find the answer to your question in the FAQ, please feel free to reach out to our customer support team. We're always happy to help!