



### **Zaks Service Advantage**



1. **Zaks Helpline - 800 ZAKS (9257)**: From Saturday – Thursday between 10:00 a.m. to 4:00 p.m. parents are able to call 800 Zaks, and receive information on Store timings, services, prices, and compulsory uniforms required by any school. Information can also be faxed or emailed to the respective parents over the phone.
2. **Zaks Personal Shopper**: We can provide a personal shopper who can visit the client's house, take measurements and arrange for the uniforms to be delivered between 48 – 72 hours, without the parents/student visiting the store locations. This is a paid service.
3. **2 Year Free Alteration Program**: We offer a 'two year free alteration service' on all our garments purchased, since they come with generous seam allowances. Any quality concerns pertaining to broken zippers, buttons, shortening the hem line or increasing the length of the trousers, can be done free of charge on all 'ZAKS' merchandise.
4. **Dedicated Relationship Managers (RM's)**: We have dedicated RM's who directly coordinate with the parent relationship executive of the various schools we work with, to manage their ongoing requirements.
5. **Order Form Service**: The Order forms can be faxed/emailed to parents calling in the store or on the 800 (Zaks) helpline which can be filled in and sent back to the store/office. Goods then will be delivered for a nominal charge to their respective residential locations.
6. **Free 'Made to Measure' service**: A 'Made to Measure' service is also provided to all students who don't fit in the prescribed Size Grid of readymade uniforms, at no additional charge. The lead time for 'Made to Measure' is between 7 – 10 workings days during a non school season, and between 2 weeks during the school season.
7. **Iron – On Name Tag Machine**: Our new Iron-On name tag machines instantly print name tags within seconds, which are a much easy alternative to stitch on ones. They can be used to variety of items and are more durable. This service is mobile and is offered also on an onsite selling basis.
8. **Zaks – 'Order Center'** – Zaks will be opening its first 'Order Center' in Al Furjan (Dubai) & Al Wahda Mall (Abu Dhabi), offering its parents the option of ordering in the mall (with entire size range offerings) and having it couriered within 4 – 5 working days.
11. **Zaks 'Product Advantage'** : Zaks Offers more than 23 product categories of school uniforms from our International Partners:
  - a. Wenger/Eco water Bottles (Swiss Made)
  - b. David Luke Blazers (United Kingdom):
  - c. GForce Sportswear (United Kingdom):
  - d. Stella Hair Accessories (Spain)
  - e. Partylicious Costumes (California, US)
  - f. Buckle-Up Shoes (Canada)

Parent's visiting any of our retail outlets in the GCC can avail 'Back to School' offers on our various product offerings.