
KnowledgeBuilder

All Articles in All Categories

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Can I set up a wholesale account?

The Children's Wear Outlet attempts to offer the lowest possible price to all our customers. There is no minimum purchase required, and all of our products are offered publicly through our web site.

If you represent a school or non-profit, please open a Customer Service ticket if you need assistance placing an order.

If you are a private individual interested in placing an order in excess of \$2,000, please open a Customer Service ticket for assistance.

Do you offer drop shipping services?

While we do allow customers to ship to addresses other than their billing address, we do not offer any additional drop shipping services.

How can I track my shipment?

Once an order is placed, you should receive an e-mail stating your order has been processed. Please check your spam and junk folders, as these automatically generated e-mails may not always make it into your inbox.

After your order ships (typically 2-3 business days after being placed), you will receive another e-mail with your FedEx tracking information. Simply enter this tracking number at www.fedex.com to check the progress of your shipment.

How do I print an extra copy of my order?

Log in to your Orders page (article). Once logged in, click on an order's ID number. On the following page, click 'Print Invoice'. The invoice will open in a new window.

I requested changes on my order. Why aren't they showing up on the web site?

If you requested changes on your order before shipping, these changes will be made manually and will not be reflected on our web site. Requesting changes may delay the shipping of your order.

Shipping on Clearance and Discount Items

Occasionally, The Children's Wear Outlet offers discounts on certain items below our always low prices. To keep costs low, we are unable to discount shipping on these items.

When will I receive a credit for my return?

Once we receive your return, we will process it in the order in which it was received--typically 2-3 business days after receipt. A credit will be issued on the original purchasing card.

Once the credit is issued, your card-issuing bank may take several days to process the credit and release the funds back to your account. Please allow up to 14 days for your funds to be restored.

When will my order ship? How can I check my order status?

Most orders ship within 2-3 business days from the date of the order.

In order to check the status of your order, please select "Sign In" from the top-right corner of our web site. Log in using the account you created upon checkout.

Once logged in, click "My Account" on the top-right menu of the site.

On the "My Account" page, click "Orders" along the left side of the site (in the CART box).

On the orders page, you will see the status of your orders.

Note: "Processed" orders have been received to our shipping facility and are awaiting shipment. "Completed" orders have shipped from our facility.

Why haven't I received any e-mails or responses after ordering or opening a Customer Service request?

While most of our automated e-mails and Customer Service replies reach the intended recipients, some end up in spam and junk e-mail folders. If you have not received a reply to a ticket or an automated notification for a new order, please check your spam and/or junk e-mail folders. If possible, add thechildrenswearoutlet.com as an approved (whitelisted) sender.

We are experiencing some issues with our automated tracking e-mails. If you have not received a tracking number for a recent order, feel free to open a ticket with Customer Service, and a representative will contact you with your shipping information as soon as possible.

Why was I credited for an item on my order?

Occasionally our inventory will be incorrect and an item will be sold out. We will refund this item and process the rest of the order. We are sorry for any inconvenience this causes.

Why was my order canceled?

Orders can be canceled for any of the following reasons: 1) Stock was depleted on a significant portion of your order. 2) Our payment processor declined the order because the billing information provided did not match the credit card. 3) We received a request for cancellation via Customer Service.

If you have specific questions regarding your canceled order, or if you believe the cancellation to be in error, please open a ticket with Customer Service.

Ordering
Articles pertaining to placing an order.

Is there a minimum order amount?

Not at all. At The Children's Wear Outlet, you can enjoy our low prices with no minimum order limits.³

Can I add more items to a recently placed order?

In order to provide the fastest possible shipment on all orders, we do not allow adding extra items to an existing order once you have completed checkout.

Can I combine shipments on two recent orders?

To ensure the fastest possible delivery of your order, we cannot combine shipments at this time.

Do you offer a mail order catalog?

You may request a catalog for phone order through our web site. We are only able to offer phone order of school uniforms at this time. All other orders must be placed through our web site.

Can I place an order by phone?

The Children's Wear Outlet has three methods for placing an order -- on our online web site at www.thechildrenswearoutlet.com, at our outlet sales, and via phone by requesting a school uniform catalog. Please fill out the form on our main web site to receive a catalog.

Why was my card declined?

A declined order is usually due to issues with the bank issuing your credit card. Common reasons include inaccurate billing information, an overdrawn account, or a mismatched CVV number. To ensure a successful order placement, make sure the Billing Address you supply is the same as the address tied to your credit card account.

The Children's Wear Outlet does not typically make the decision to decline orders internally except in rare fraud cases.

It will be necessary to place this order again. Credit card information cannot be changed or reentered.

I live outside the contiguous United States. Can I still place an order?

The Children's Wear Outlet ships primarily to the contiguous United States. We have recently added shipping options for Alaska, Hawaii, and Puerto Rico. We hope to add more destinations in the future.

An item I wish to order is out of stock. When will you expect more in stock?

The Children's Wear Outlet's catalog is separated into two divisions -- fashion and uniforms.

We receive new uniforms on a regular basis. If your item or size is out of stock, we expect to have more in our warehouse within two weeks.

If you are interested in out of stock fashion items, we cannot guarantee the availability of any item. The Children's Wear Outlet strives to have the lowest prices anywhere, often by acquiring quality fashions in limited quantities.

Is it safe to order on your site? How do I know my information is secure?

The Children's Wear Outlet takes all measures possible to protect your privacy. All transactions are secured with industry-standard 256-bit encryption, meaning your sensitive financial information is hidden and protected. During the checkout process, you can verify our secure certificate by double-clicking on the lock icon in your browser (along the address bar in Internet Explorer 7; in the bottom-right corner in Firefox).

For the best protection from other sites and online threats, The Children's Wear Outlet encourages all our customers to protect their computers with anti-virus and anti-spyware software.

Do you have sizing charts for your clothing?

Below is a list of measurements for our fashions and uniforms. Exact sizes and measurements can vary by brand.

Newborn and Infants

Size
Weight
Height

Birth - 3M
Birth - 10 lbs.
Up to 22"

6M
11 - 15 lbs.
22 - 24"

12M
16 - 20 lbs.
24 - 27"

18M
21 - 24 lbs.
27 - 30"

24M
25 - 28 lbs.
30 - 33"

Boys and Girls (2T to 6X-7)

Size
Weight
Height
Chest
Waist
Hips

2T

25 - 28
33 - 34
20 - 21
19 - 20
20 1/2 - 21 1/2

3T
29 - 32
35 - 36
21 - 22
20 - 21
21 1/2 - 22 1/2

4T
33 - 36
37 - 38
22 - 23
20 1/2 - 21 1/2
22 1/2 - 23 1/2

4 Reg
35 - 38
39 - 40
22 1/2 - 23
20 - 21 1/2
22 - 23 1/2

5 Reg
39 - 41
41 - 43
23 - 24
21 1/2 - 22
23 1/2 - 24

6 Reg
42 - 46
44 - 46
24 - 25
22 - 22 1/2
24 - 25

6X - 7
47 - 53
47 - 48
25 - 25 1/2
22 - 23
25 - 26

Girls 7 to 20

Size
Weight
Height
Chest
Waist
Hips

7
54 - 57
49 - 51
25 - 25 1/2
22 - 22 1/2
26 - 27

8
58 - 63
52 - 53
26 - 26 1/2
22 - 23
27 - 28

10
64 - 72
54 - 55
27 - 28
23 - 24
29 - 30

12
73 - 80
56 - 57
29 - 30
24 - 25
30 - 31

14
81 - 90
58 - 59
30 1/2 - 31 1/2
25 - 26
32 - 33

16
91 - 100
60 - 61
31 - 32
26 - 27
33 - 35

18
-
63 - 64
34 1/2
29
-

20
-
65 - 67
36
30
-

Juniors (Girls)

Size
Chest
Waist

Small
32 - 33
24 1/2 - 25 1/2

Medium
34 - 35 1/2
26 1/2 - 28

Large
37 - 38 1/2
29 1/2 - 31

Girl's Plus Sizes

Size
Chest
Height
Waist
Age

10 1/2
31 1/2
53 - 55
27 1/2
9 - 10

12 1/2
33
56 - 58
28 1/2
11 - 12

14 1/2
34 1/2
59 - 60
29 1/2
12 - 13

16 1/2
36
61 - 63
30 1/2
13 - 14

18 1/2
37 1/2
64 - 65
31 1/2
15 & Up

20 1/2
39
65 - 66
32 1/2
15 & Up

Boys 8 to 20

Size
Weight
Height
Chest
Waist
Hips

8
54 - 57
48 - 50
25 - 26
22 - 23
25 - 26

10
58 - 70
51 - 54
26 - 27
23 - 24
26 - 27

12
71 - 85
55 - 58
27 - 28
24 - 25
27 - 28

14
86 - 100
59 - 61
28 - 30
25 - 26
29 - 31

16
-
62 - 64
33
27 1/2
-

18
-
65 - 66
34 1/2
28 1/2
-

20
-
67 - 68
36
30
-

Boys Husky

Size
Age
Height
Waist

10 H
9 - 10
51 - 54
27

12 H
11 - 12
55 - 58
28

14 H
12 - 13
59 - 61
29

16 H
14 & up
62 - 64
30 1/2

18 H
14 & up
65 - 66
31 1/2

20 H
14 & up
67 - 68
32 1/2

Young Men

Size
Chest
Shirt
Waist
Shorts
Pants

Small
32 - 35
14 - 14 1/2
31 - 32
31 - 32
31 - 32

Medium
36 - 39
15 - 15 1/2
33 - 34
33/34
33/34

Large
40 - 43
16 - 16 1/2
35 - 36
35/36
36

X Large
44 - 47
17 1/2
37 - 38
37/38
38

Return Policy

You are welcome to return any items within 30 days of purchase. The items must not have been worn or washed. The items must have their original tags still attached. We will refund the purchase price, but please, choose your items and sizes carefully, as we are unable to refund the shipping costs. I am sorry, but we are unable to exchange items at this time. You may mail the returned items to:

Children's Wear Outlet
129 Old Mill Center BLVD
Bogart, GA 30622

Coupons / Discounts

We do occasionally run special promotions and free shipping coupons via our emailing list and print ads. Please join our emailing list for product updates and promotions.

Phone Orders

You may place an order by phone for school uniforms after requesting a catalog. Please request a catalog online at www.thechildrenswearoutlet.com. You may also shop with us at our special out let sales.

Changing my Shipping Address

We are able to change the shipping address of processed orders. Please email us the correct address as well as your order number and we will change the address before the items are shipped.

Shipping Methods

Currently we are only able to ship via FedEx Ground. We are not able to do express or overnight shipments. For some orders, FedEx has partnered with USPS for local delivery. Delivery time to different locations can vary, with delivery times ranging from 7-14 business days from the date of order.

Size Ranges Available

Currently we do not offer fashion items larger than size 6x in girls and 7 in boys. Our School Uniforms range from 4 regular to Adult sizes. View our sizing charts for the complete range of sizes.

Wholesale Orders

We do not offer any special pricing or discounts for wholesale orders. All prices are listed on our website. Our prices are already as low as they can possibly be. We do offer promotions via our newsletter. There are no requirements, please register an account with us to place an order.

Can I Cancel an order?

If you would like to cancel your order, please email us. We will need your name, email address and order number. We cannot cancel orders that have already been shipped, so please email us as quickly as possible.

Why was I credited for an item on my order?

Occasionally our inventory will be incorrect and an item will be sold out. We will refund this item and process the rest of the order. We are sorry for any inconvenience this causes.

Shipping on Clearance and Discount Items

Occasionally, The Children's Wear Outlet offers discounts on certain items below our always low prices. To keep costs low, we are unable to discount shipping on these items.

When will you be posting new items?

We typically put new items online in the fall and spring. Check back at the beginning of the seasons to see what's new!

Do you do drop shipping?

No. We do not do drop shipping. We have the inventory in our warehouse and items are available at the lowest prices possible.

How can I track my shipment?

Once an order is placed, you should receive an e-mail stating your order has been processed. Please check your spam and junk folders, as these automatically generated e-mails may not always make it into your inbox.

After your order ships (typically 2-3 business days after being placed), you will receive another e-mail with your FedEx tracking information. Simply enter this tracking number at www.fedex.com to check the progress of your shipment.

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If you have specific questions regarding your canceled order, or if you believe the cancellation to be in error, please open a ticket with Customer Service.

Shipping Cost

\$0.00 - \$30.00
\$6.95

\$30.01 - \$75.00
\$8.95

\$75.01 - \$100.00
\$10.95

\$100.01 - \$150.00
\$12.95

\$150.01 - \$200.00
\$14.95

\$200.01 and up
8% of order total

Signature Shipping adds \$2.50 to each tier and 1% to the \$200.01 and up tier.

Shipping to non-contiguous U.S. destinations may incur additional surcharges.

Shipping Cost

Shipping is based on the amount you order. The charges shown above are for a single address.

When will you ship my order?

Our goal is to ship your order as soon as possible, usually within 7 business days. Your order will be shipped by FedEx Ground.

Outlet Sales

Articles pertaining to our Outlet Sales.

Who is eligible to attend your outlet sales? Is there an entry fee?

We travel to different cities and have outlet sales that are free and open to the public. We invite everyone to shop in person and experience the same great savings you find on our site every day. For a listing of upcoming sales, [click here](#).

Payment

Articles pertaining to payment processing and declined orders.

Payment Processing

At this time we are unable to accept checks, money orders and PayPal payments. Please register an account with us and proceed through the check out steps. You will be required to enter a valid credit card to process this order.

Return Policy

You are welcome to return any items within 30 days of purchase. The items must not have been worn or washed. The items must have their original tags still attached. We will refund the purchase price, but please, choose your items and sizes carefully, as we are unable to refund the shipping costs. I am sorry, but we are unable to exchange items at this time. You may mail the returned items to:

Children's Wear Outlet
129 Old Mill Center BLVD
Bogart, GA 30622

Coupons / Discounts

We do occasionally run special promotions and free shipping coupons via our emailing list and print ads. Please join our emailing list for product updates and promotions.

Can I Cancel an order?

If you would like to cancel your order, please email us. We will need your name, email address and order number. We cannot cancel orders that have already been shipped, so please email us as quickly as possible.

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Our goal is to ship your order as soon as possible, usually within 7 business days. Your order will be shipped by FedEx Ground.

Returns

Articles pertaining to returning items.

Return Policy

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Children's Wear Outlet
129 Old Mill Center BLVD
Bogart, GA 30622

Returning a Defective Item.

If you have received a damaged or defective item, please return this item to us with a detailed explanation as to what has happened. We will refund the item and also return your shipping cost. All of our items are first quality, but manufacturer mistakes do happen.

When will I receive a credit for my return?

Once we receive your return, we will process it in the order in which it was received--typically 2-3

business days after receipt. A credit will be issued on the original purchasing card.

Once the credit is issued, your card-issuing bank may take several days to process the credit and release the funds back to your account. Please allow up to 14 days for your funds to be restored.

Terms and Conditions

Articles pertaining to our Terms and Conditions.

Terms and Conditions

By placing an order with this site, you agree to the terms outlined in this agreement.

Accounts

In using this web site, you assume full responsibility for protecting the security of your account and password and for restricting access to your computer. You also assume full responsibility for all activities that occur under your account. CWO reserves the right to cancel accounts, orders, and service to anyone.

Communications

When using the CWO web site and corresponding via e-mail, you are engaging in electronic communications. In using the site, you consent to receive electronic communications from us. E-mail or official notices posted on the site constitute electronic communications. You agree that all electronic communications constitute the legal requirement of written communications.

Copyrights

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Privacy Policy

Please review our Privacy Policy to understand our practices and how they apply.

Shipping and Losses

All items purchased from CWO are made according to a shipment contract with FedEx. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier. If you wish to have your FedEx shipment verified by signature, you must insert the request in the order comments box on this page. The Children's Wear Outlet (CWO) is not liable for lost or stolen shipments. By selecting signature shipping, you agree to an additional charge of \$2.00 on your shipping fee. If you will not be home when your package is scheduled for delivery, you may use the tracking number provided to request the package be held for pickup at your local FedEx location.

In order to prevent fraudulent orders, you agree to allow CWO to contact you at the number provided in your contact information to verify orders placed on the web site.

Site Policies

Please review our other policies, such as our pricing policy, posted on this web site. These policies also govern your visit to CWO. We reserve the right to make changes to our web site, policies, and these Conditions of Use at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

Shipping Cost

\$0.00 - \$30.00
\$6.95

\$30.01 - \$75.00
\$8.95

\$75.01 - \$100.00
\$10.95

\$100.01 - \$150.00
\$12.95

\$150.01 - \$200.00
\$14.95

\$200.01 and up
8% of order total

Signature Shipping adds \$2.50 to each tier and 1% to the \$200.01 and up tier.

Shipping to non-contiguous U.S. destinations may incur additional surcharges.

Shipping Cost

Shipping is based on the amount you order. The charges shown above are for a single address.

When will you ship my order?

Our goal is to ship your order as soon as possible, usually within 7 business days. Your order will be shipped by FedEx Ground.