



Eagle's Nest Uniform Resale Store FAQ's

Q: Where are you located?

A: The Eagle's Nest (EN) is located in the IHM basement below the gymnasium at entrance # 5 near the outdoor basketball court. The door is marked with "Eagle's Nest."

Q: When are you open?

A: Hours will be posted on the IHM Google Calendar, currently the hours are the first and third Sunday of each month 9:30-10:30am. We are also open by appointment. Please email edco@ihm-school.org to request an appointment outside of open hours.

Q: What forms of payment are accepted?

A: EN accepts cash, checks made payable to IHM (Memo: Eagle's Nest), and store credit. Sorry, no Tuition payments or credit card sales are available.

Q: How do I know what size I need?

A: Sizing information can be found on LandsEnd.com. EN has limited sample sizes of short sleeved polo shirts available for trying on. There are also sizing charts and measuring tools available near the front of the store. Please keep in mind that most EN clothing has been worn, washed, dried and may not be true to size. If something doesn't fit, you may bring it back for store credit.

Q: Where can my student try on EN clothing?

A: Students may try on items in the Early Childhood Education bathroom outside of the gym.

Q: Can I consign?

A: No. Unfortunately, consigning became difficult to manage and there was a low demand for this service.

Q: What if I have clothes to trade/donate?

A: Please deliver clothes during scheduled open hours or by appointment. You may also deliver clothes to the school office; there is a barrel near the front entrance. Please clearly package and label your bag with parents' first and last name.

Q: What if the clothes are stained, torn, or in poor condition?

A: If items are damaged beyond reasonable repair, items can be donated for inclusion in the store's FREE section.

Q: How can I find out what's in stock without coming in?

A: For general availability questions, please email edco@ihm-school.org.

Q: If I can't find a clothing item at EN, how do I order online?

A: Go to Land's End website and look up Immaculate Heart of Mary in their School page; it will show all approved items available for order online.

Q: How do I know how much store credit I have, and how can I authorize someone else to use my credit?

A: Store credits are kept on file at the Eagle's Nest. For questions about your credit balance, please email edco@ihm-school.org. If you are authorizing another household to use your store credit or want to transfer your credit to another family, please email edco@ihm-school.org with "Eagle's Nest" in the subject line.

Q: Can you hold items for me?

A: Items can be held with a name and contact information for one month. Items not claimed after a month will be returned to inventory.

Q: How do I know if something I buy meets the dress code requirements? **A:** Please refer to the IHM Parent Handbook for more information. Eagle's Nest volunteers monitor and pull merchandise that does not meet dress code requirements, but something may get missed, so please alert a volunteer if there is a question. There may also be some free items that qualify as spirit wear, but are not uniform appropriate.

Q: How do I purchase Lands End Scrip/RaiseRight?

RaiseRight/Scrip is sold in person every first and third Sunday after Holy Mass at IHM (both early and late services). You can also order online at <https://www.raiseright.com/>; if new, use IHM enrollment code: **22AEBL1F7477**. Email raiseright@ihm-school.org with questions.

Q: Does EN accept non-Lands End clothing?

A: Non-Lands End clothing can be donated for inclusion on the FREE rack.