

## Buying school uniform in the summer of 2021

To our customers,

As we look forward to life returning to something more like normal in the months ahead and we get ready to serve everyone with the school uniform they need for the next school year, this is to let you know about buying school uniform this summer.

In response to the challenges created by Covid over the last 18 months, our first priority is the safety and wellbeing of parents, children and staff and we at the Schoolwear Shop will continue to operate in line with all government guidance to ensure that we can safely provide you with the uniform you need whenever you need it.

We will continue to operate our shop on a social distancing basis and will be working to serve you as quickly and efficiently as possible. As was the case last year, we may sometimes have to ask our customers to queue outside the shop as we run on a one-in-one-out basis at busy times. As always, the best way to avoid queues will be to buy uniform before the last two weeks of August if you can. To further help we will be offering:

- An extended 90 day exchange/returns policy to give confidence that if you buy early and your child grows (as they insist on doing!) you can swap unworn purchases (with receipt, and tags still attached) for a larger size with no quibble;
- We will be open on Sundays from 11am-3pm starting from 25<sup>th</sup> July;
- The shop will be open 9-5 six days a week for dropping in, but we will also provide pre-booked 15minute appointments from 8-10am six days a week in June and July for those who would prefer to book ahead (**please email or call to arrange**);
- Uniforms are available online through our website ([plymouthschoolwear.co.uk](http://plymouthschoolwear.co.uk)) for postal delivery or free click-and-collect options; but please be aware that from 25<sup>th</sup> August we will be prioritising shop customers – again, please try to shop early!

What you can do to help:

- Please purchase your uniform early in the summer wherever possible – don't leave it until the last minute! **Shopping early will alleviate stress later on;**
- Please be aware that the shop is typically busiest from 11am onwards. If you are able to shop early you will beat the queues!
- If you know the sizes you require, consider ordering online (**before 25<sup>th</sup> August**) whether for postage or collection;
- It is likely that changing rooms may be unavailable; if possible, please bring a T-shirt or jumper that fits your child well with you as a reference guide for sizing;
- If possible, please limit the number of people/family members you bring into the shop (if possible, one parent per family and/or children not needing uniform not to visit);
- If possible, try to use contactless or PIN-based card payments when paying in the shop;
- If you can't reach us on the phone, please email, we will reply;
- We will be working hard to serve you safely and as quickly as possible, but some queuing (inside and outside the shop) or inconvenience is possible, **please be patient and considerate.**



In addition to the above, whilst our high streets are happily re-opening, this year the effects of Covid are continuing to cause major disruption on supply chains around the world, including school uniforms. The pandemic has caused an increase in demand on goods as well as a decrease in supply from factories, on top of issues with shipping lanes and ports. We have secured uniform supplies for the summer, but the usual "topping up" of missing sizes may not be as simple as usual this year. We will be doing our very best to keep all stocks available, but again, shopping earlier in July/August will save stress, beat queues, and avoid disappointment later on.

By working together we will be able to safely get everyone the uniform they need in good time for the new school year. It will be great to see everyone's school children looking smart in their uniforms on their first day of school. We ask and encourage you to shop as early as possible or online where possible. Many thanks for your support.

See you over the summer (and hopefully soon!).

With best regards,

The Schoolwear Shop