



Orchard Clothing Limited

30 Dunlop Road

Hunt End

Redditch

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www.orchardclothing.co.uk

School Uniform Supply

Dear Parent/Guardian

We are now in a position to be able to update you further on the current situation and how we intend to proceed in the near future. Our store in Redditch is now open for all schools who participate in our 'click and collect' service. The returns/exchanges counter is now also open. All orders must still be placed online.

We have been able to secure the majority of forward orders from our suppliers but there will be some delays with our overseas shipments due to COVID 19, Brexit and the recent Suez Canal delays. If any orders are delayed, customers will be notified accordingly.

We are urging parents to place their orders online as soon as possible to enable us to fulfil them in good time and to ensure parents have time to exchange any garments for an alternative size. We would ask parents to try and place all orders by the end of July 2021.

Orders can be placed at www.orchardclothing.co.uk

We will continue to offer a reduced fixed cost tracked delivery service for smaller orders via our courier for only £3.25 inc VAT and free delivery for larger orders. Please check the **School Uniform Policy** at the top of your school page on our website for further details.

In addition, we are freezing all of our uniform prices for your school to last year's levels.

Although some internet orders may not be dispatched within our normal time scales, they will be fulfilled strictly on a 'first come first served basis'. This will ensure that customers who order early will be guaranteed their uniform first.

Please be aware that garments cannot be purchased from our collection point.

We have now extended our exchange policy whereby garments can be exchanged anytime up to the date that students return to school for 2021/22 academic year. Our refunds policy however remains unchanged at 14 days from the date received.

Garments must be returned with the correct labels, packaging and in unworn condition. Again, the earlier that incorrect sizes are exchanged the greater guarantee that the alternative sizes will be available for exchange.

Thank you for your co operation

Kind regards

Orchard Clothing Service Team