



Orchard Clothing Limited
30 Dunlop Road
Hunt End
Redditch
B97 5XP
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 still remains closed at the current time, however, a number of production staff have now returned to work in order to fulfil internet orders whilst adhering to the UK government guidelines relating to social distancing and safe working practices.

We have been able to secure the majority of our forward orders from our supplier's but obviously we have lost eight weeks of production time during closure. A small number of overseas orders are being delayed which may have an effect on the date we are able to fulfil internet orders locally.

We are urging parents to place their orders online as soon as possible to ensure that they are fulfilled before 'back to school' in September. Due to the current situation, our latest forecast is that we will not be able to ensure delivery of orders placed after **8 August 2020**. In addition, we have no plans to re open our store at this present time.

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

Our 'click and collect' service still remains unavailable, however, we will continue to offer a reduced fixed cost tracked delivery service for smaller orders via our courier for only £2.95 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 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.

There will be occasions when incorrect sizes are ordered, following delivery of your parcel, if you do require an exchange or refund, you can visit our new collection point from 1 June 2020 at Unit 30 Dunlop Road Redditch B97 5XP.

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 2020/21 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