



Orchard Clothing Limited

30 Dunlop Road

Hunt End

Redditch

B97 5XP

www.orchardclothing.co.uk

Dear Parent/Guardian

We would like to take this opportunity to again update you on the current situation on how we intend to continue to proceed with our business.

Following a full risk assessment we have concluded that due to past high volumes of face to face visits to our store during the summer months we have taken the decision to continue with our internet ordering system. We are continuing to strive to keep both our customers and staff as safe as possible during these difficult times.

We are committed to serve our local community and continue to offer a first class service at all times. Our online 'click and collect' service will be available and 'in stock complete orders' will be available for collection within 48 hours - Monday to Friday. We will again be offering a fixed low cost delivery service for local schools for only £2.95 and **free delivery** for all new starter packs and all orders that exceed the starter pack value for your school.

We have invested in a new web ordering platform that will be 'mobile friendly' and help to make the ordering process more streamline. Additional information will be available for all products together with sizing information and enhanced imagery. Our new website is due to be launched in May 2021.

There will be occasions when incorrect sizes are ordered, following delivery of your parcel or collection, if you do require an exchange or refund, you can visit our exchanges/collection point at Unit 30 Dunlop Road Redditch B97 5XP. Please visit our website for current opening hours.

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

We will continue with our extended 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.

We will be continue to review the situation on a six monthly basis and advise if any changes are to be made.

Thank you for your co operation

Kind regards

Orchard Clothing Service Team