

Dear Parents / Guardians,

### RE: Store Opening - Lockdown Updates

As per the government announcement, all non-essential businesses must close to the public from the 5/11/2020.

We are pleased to say that we will still be able to provide the School's uniform:

- Online via the website, [www.sud.co.uk](http://www.sud.co.uk)
- Telesales via our Customer Service Department (for those that are not confident with using the online service) which will remain open.
  - **Opening times** - Monday to Friday 11am – 5pm.

Currently, we will only be offering a **delivery** option, however, this can be to your home, workplace or family.

### **Order Times**

We are aiming to have all standard orders out within 5-7 working days and have lowered the cost of our Priority and 48 hour delivery services for those that require items a little quicker.

Please note that this is subject to stock availability.

### **Stock Holding**

Though we are holding good stock of over 95% of our uniform, we are aware that the lockdown has impacted our manufacturers and suppliers, which may cause some disruption to our ability to provide our usual service levels. Please bear with us as we work as quickly to resolve any backorders.

### **Extended returns time**

We have also increased the returns time for any orders purchased online from today to 60 days for a refund and those that require an exchange will have **no time limit** to exchange in store (when we re-open).

### **Thank You**

We appreciate your understanding during these difficult times. As you are aware these lockdowns have caused a huge impact on small businesses and especially high street retailers, however, with your support we are pleased to say that we continue to maintain all our permanent staff on full employment.

So a sincere Thank You from all of the team at School Uniform Direct.

If you have any questions or would like us to call you, please send an email to [help@sud.co.uk](mailto:help@sud.co.uk)