

BTS 2020 DURING A PANDEMIC – THE SCHOOLWEAR SHOP NORTHAMPTON

Dear valued customers,

We are extremely sorry that the Schoolwear Shop cannot be re-opened until October because of the pandemic, but only then if social distancing is discontinued, as otherwise we regret that it may have to be even later. Much as we, and our customers, wish we could open the shop to provide our usual full service we just cannot meet the legal shop operating laws within a business which has such a high seasonal demand. There are parents and children of 42 schools to service within a few weeks for back to school and clothing stores have to meet social distancing; they are unable to open changing rooms and garments which have been handled have to be quarantined for 72 hours – an impossible task in a seasonal high volume small shop.

Minimize Delivery Costs & Place Orders in Time for Back to School

Forced by law to be an online only supplier this year, we do recognize customers wish to minimize delivery costs, and this is why we are actively encouraging parents to group together with other shop users to place joint orders and plan any joint returns that may be necessary. We, in particular, urge customers to place orders by **31st July latest**. We will have thousands of orders to process and we have to ensure we can meet all these orders and do not run out of stock before schools re-open. This is a difficult challenge and pupils do get upset if they don't have their uniform on return to school.

Please make any Returns promptly and at a maximum of within 28 Days

This is the standard period for returns for clothing and is also essential so products can be made available for resale to other customers during this back to school period. If they are not returned in time it will cause 'out of stock' scenarios to other customers further along in the queue.

Tips on sizes for Primary school - new reception pupils

An average sized 4 year old will need a 5/6 sweatshirt or a 3/4 cardigan. We sell very few 3/4 sweatshirts as they have little room for growth so parents find it too fitted which means returns and additional delivery costs. Polo shirts are normally 24" which is a 4/5 and PE T-shirts are 3/4, shorts are 18/20" waist which is age 4/6. Fleece jackets are 3/4 as they are quite large.

Tips on sizes for Senior school - new Year 7 pupils

An average 11 year old will require a 30" or 32" blazer and this size will be replicated in all the tops for sports or any pullovers. An average 11 year old waist size for shorts is 26/28" but check the leg length of training pants to determine the size. Please measure carefully.

We hope this helps our customers and we look forward to normality again soon. Take care, stay safe!

Sally and the team at The Schoolwear Shop