

School Uniform Supply

Here at Orchard Clothing Limited, the health and safety of our customers and staff remains our main concern. We hope you are keeping well and safe according to the government guidelines. Our thoughts go out to everyone affected by the Coronavirus.

We are now in a position to be able to update you on the current situation and how we intend to proceed in the near future. Our store in Redditch remains closed at the current time, however, we are planning to return to work with a limited number of production staff in May whilst adhering to the UK government guidelines relating to social distancing and safe working practices.

Due to the loss of production and limited access of garments available from our suppliers at this time we will be facing very challenging times ahead in order to fulfil all of our customer's needs for back to school uniform for the next academic year. In addition, we will probably not be able to attend the annual school open evenings for the new intake parents / students which again will impact on our ability to fulfil large numbers of orders early in May and June.

We have therefore decided to reopen our web platform from 4th May 2020 whereby we can start fulfilling orders **internally** and have them ready for despatch at a time when government restrictions are lifted and our staff are back working normally. Due to our 'click and collect' service initially being unavailable, we will introduce a reduced fixed cost tracked home/work delivery service via our courier for only £2.95. In addition, we are freezing all of our uniform prices for your school to last year's levels.

Although these orders may not be made available for dispatch for some considerable time 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, we will therefore offer a full exchange facility for all garments from the date ordered up to the date the students return to school. 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 would be grateful if you could contact all new and existing parents/students outlining our current position as soon as possible. The earlier we can start fulfilling orders internally the better chance we have of meeting our customer's needs.

Orders can be placed online on our normal platform www.orchardclothing.co.uk