

Update on School Uniform Supply and Refunds from Orchard Clothing

Orchard Clothing is 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 August. Due to the current situation, our latest forecast is that we will not be able to guarantee delivery of orders placed after **24th July 2020**. Orders can be placed at www.orchardclothing.co.uk

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 over £50. Please check the **School Uniform Policy** at the top of your school page on our website for further details.

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, we have now extended our exchange policy whereby garments can be returned 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 of delivery. For further details see below.

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.

School Uniform Refunds and Exchanges

Orchard Clothing's refunds policy remains unchanged at 14 days from the date of delivery.

E.g. If you purchase two or more different sizes and decide to only keep one item, the remaining items must be returned within 14 days to obtain a refund

Orchard Clothing's exchange policy allows for garments to be exchanged anytime up to the date that students return to school for 2020/21 academic year.

Full details of Orchard Clothing's refund and exchange policy can be found on their website.

If you are returning items please seal your items securely in a bag/box, and include the returns note(s) inside and post to

Orchard Clothing Ltd., 30 Dunlop Road, Redditch, Worcestershire, B97 5XP

Returns Slip		
Order number	Staff use only:	
Name on order		
Items being returned	<u>Item 1</u>	<u>Reason</u>
	<u>Item 2</u>	<u>Reason</u>

(We recommend sending your return via Royal Mail 2nd Class Signed For delivery. Orchard Clothing cannot be held responsible for any goods that do not reach us without a proof receipt for the recorded or signed for delivery).

Please note:- Returns may take longer than usual to process, in line with Government guidance due to the COVID-19 risk, we are required to hold returned parcels in our warehouse for 72 hours before processing. This means your refund may take a little longer than normal to get back to you. You will receive an email informing you of the completion of your refund immediately after the return has been processed.

June 2020