

Dear Parents & Guardians,

School Uniform Supply - 2020

During these unprecedented times, School Uniform Direct are working hard to ensure the availability of uniform for your child. As expected, there will be some delays with stock arriving on time with us. However, we are confident that all items will be with us and all orders will be fulfilled.

Once the stores open, it will be strictly by **appointment only**. We are mindful of the safety of our staff and customers, so we will adapt working practices to ensure we are meeting these requirements and those of Public Health England.

To keep parents updated we have launched a dedicated webpage with the latest information at www.sud.co.uk/covid.

Register Now – for latest updates!

Visit our website www.sud.co.uk and register by clicking on the link in the top right corner or visiting www.sud.co.uk/account/register. Once registered we can make sure you are up to date via email.

When should you start placing your orders for Back to School 2020?

Answer: From 1st June 2020.

We recommend that you should start from the 1st of June. Our **Early Bird** Promotions will be available online from the 1st of June – with discounts on the Uniform Packs saving **up to 20%**.

Will you be open in store?

Answer: Yes we still intend to.

When we do open there will be Social Distancing rules in place, as a result we will be operating a strict appointment based system only. We will try our best to counter this by offering longer opening hours. Our website will offer the latest information with the next **update on Friday 8th May**.

Will you still sell everything?

Answer: Yes!

In the interest of supporting our suppliers during this difficult time, and unlike the big supermarkets, we have not cancelled any orders with our manufacturers. This means we will be stocking a complete range of the uniform including Trousers, Shirts, Shoes & Stationery. We hope you can support us to!

How do I know what sizes to order?

Answer: See Below

Please ***avoid ordering different sizes*** by guessing, as this will use up our limited stock for other customers (like the Toilet Roll Crisis of 2020)! If unsure contact us for help! If ordering online, use our NEW detailed size guides & videos to help with your purchase. These should be online from the 1st of June 2020.

What about refunds?

Answer: Extended Refunds until October 31st!

Any orders can be refunded up to October 31st if ordered in May, June or July.

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School Uniform Direct trading as
The Direct Co Group Ltd
Serving The Local Community Since 1983



What if I order and need to exchange for a different size?

Answer: You have unlimited time to exchange.

All customers are covered with our No Uniform Wasted policy. This means you can change the size of any garment, any time, in store forever. The garments must be unused, in original packaging with tags and a part of the schools current uniform.

Will my uniform be delivered before school starts?

Answer: Yes, if you order in time!

There are some small delays in our supply chain. All orders placed in-store or online are dispatched on a first come, first serve basis. The recommendation is not to leave it too late to order. We aim to deliver before the start of school, however, there may be extended delivery times affecting our standard service.

When is the latest I can place my order?

Answer: 31st July 2020.

All orders should be placed by 31st July in order to ensure delivery before the start of school. Orders can be placed all year round, however, if you place your order too late it may not be delivered in time.

When do your early bird offers on Uniform Packs start and finish?

Answer: See Below

All packs come with a discount compared to normal retail price, if you purchase between the dates below you can receive an additional discount:

1st June – 14th July (**10% Extra**) – Giving **20% off on Premium Packs**

15th July – 31st July (**5% Extra**) - Giving **15% off on Premium Packs**

What are Uniform Packs & Can I buy them online?

Answer: See Below

Our unique Uniform Packs are available in store and online. All schools have 3 pack options, A Premium Pack, Basic Pack and P.E. Sportswear Pack. These packs are designed to give you flexibility to design your custom pack.

All packs come with a guaranteed saving, purchase on the early bird dates above and you can save more! Think of it like a set menu, in which you can choose what you like (some items are subject to an additional charge)!

Are you still doing special open days at the School or at the Store?

Answer: If we can, we will be holding measuring events for new starters by appointment only.

We hope to still have Uniform Days where you can try the uniform and place orders. We are awaiting guidance from Public Health England and will be updating all parents closer to the time in June.

We wish you and your families the best over the coming weeks and months, if you have any questions please email help@sud.co.uk or visit www.sud.co.uk/covid. We are responding to emails in a limited capacity until we return fully back to work.

School Uniform Direct