

Dear Parents and Guardians,

Firstly, we would like to thank you all for your support of our family business during this difficult time. We are here to support you and your families throughout this period and will do all that we can to make the purchasing of school uniform as easy, safe and stress free for you as possible.

We have been busy behind the scenes since our re-opening in April and we would like to share with you the measures we have implemented. Last summer a total of 15,000 customer passed through our store. This year we aim to continue to minimise this footfall to create a safer shopping environment for our customers and staff by continuing with a strict **appointment only** system. As appointments will be limited, we urge customers to think carefully if it necessary for them to visit our store or can they avoid it by ordering online?

### Existing Pupils = ORDER ONLINE

We urge customers who have a good idea of uniform sizes to order online this year. Size guides are available for reference. Order via our website; [www.ourschoolwear.co.uk](http://www.ourschoolwear.co.uk)

### New starters = BOOK YOUR APPOINTMENT

A new school means new uniform sizes and we understand this can be challenging when trying to order online. Please book an appointment online if you wish to visit our shop. We advise you bring along with you a tape measure, notepad and pen to write sizes.

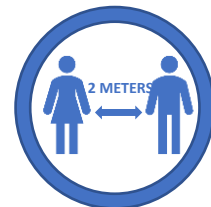
Alongside our new appointment system, we have made a few changes to our store and ask customer take note of the following guidelines.



**Order online if you are able.  
(STAY SAFE, STAY HOME)**



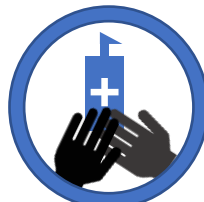
**Limit the number of people that come into store to two; the child who requires uniform and one adult.**



**Follow the 2-meter distance rule throughout the shop.**



**Samples will be for visual aid only. Fitting rooms are closed.**



**Use the hand sanitizer available before handling any samples.**



**Contactless payments to be used when possible.**

## **RETURNS & EXCHANGE**

**RETURN** – Please return any unwanted items to us within 14 days in the packaging and include the returns slip. Please return to the following address.

*RAM Leisure and Workwear Limited, Trinity House, Unit 31, Whitegate Industrial Complex, Wrexham, LL13 8UG*

To be eligible for a refund the items must be unworn and in the same condition as they were bought.

**Return by mail:** If using a delivery service please obtain a proof of postage as we will not be held responsible for lost goods

**Return in store:** Please drop off at the designated returns area. **Over the till exchanges will NOT be available at this time.**

**RE-ORDER** – If you require any alternative sizes, please re-order via the website; [www.ourschoolwear.co.uk](http://www.ourschoolwear.co.uk)

**REFUND** - (Please note; Due to government guidelines returned items are currently placed in a 72-hour quarantine before we can inspect them)  
If your return is approved, we will process a refund to your original payment method.

## **NEW OPENING HOURS:**

**MONDAY: 9AM – 5PM (APPOINTMENTS ONLY)**  
**TUESDAY: 9AM – 5PM (APPOINTMENTS ONLY)**  
**WEDNESDAY: 9AM – 5PM (APPOINTMENTS ONLY)**  
**THURSDAY: 9AM – 5PM (APPOINTMENTS ONLY)**  
**FRIDAY: 9AM – 5PM (APPOINTMENTS ONLY)**  
**SATURDAY: CLOSED**  
**SUNDAY: CLOSED**

**PARKING:** Due to safety reasons we ask that all visitors park at the customer parking shown on the map below.

