JR SPORTS
21, Market Street, Otley, West Yorkshire, LS21 3AF. Tel: 01943 466775 Fax: 01943 467495
Email: sales@jr-sports.co.uk Website: www.jr-sports.co.uk

June 2020.

Dear Parent/Guardian,

Purchase of Uniform – Back to School 2020.

In view of the need for "Social Distancing" within our store during the "back to School" period to ensure the health and safety of both staff and customers, we are able to offer a number of different options for the way you purchase uniform.

We would request that you plan to make your purchases as early as possible in order for us to ensure we can provide a safe environment for everyone. With this in mind, we are able to offer an "Early Bird" incentive to cover all School Uniform purchases until 31st July 2020 where we will apply a 10% discount.

1) **In Store** – We are hopefully able to re-open our business from Monday 15th June. To reduce the wait time during busy periods it would be advisable to make an appointment prior to visiting the store. Appointments can be made from 15th June by telephoning on (01943) 466775 or by emailing your preferred time for confirmation to sales@jr-sports.co.uk . We would request that only one carer per pupil visits the store and that social distancing measures are adhered to at all times.

2) **Collection** – You may telephone your order from 15th June on (01943) 466775, or email from the same date to sales@jr-sports.co.uk to request an order form for completion and return. All uniform images and price lists can be found on our website www.jr-sports.co.uk (go to uniform section and select your School). We will contact you when your order is available for collection. Please adhere to the stores social distancing measures when collecting. Payment can be made prior to collection by credit/debit card or with the order by Bank transfer.

3) **Home Delivery** – ***(Please only use this service if essential.)*** Should you experience difficulty with the above options we are able to offer a limited home delivery service. You may telephone your order from 15th June on (01943) 466775, or email from the same date to sales@jr-sports.co.uk to request an order form for completion and return. All uniform images and price lists can be found on our website www.jr-sports.co.uk (go to uniform section and select your School). This is a "free of charge" service to the local area on orders to the value of £75 and above. Orders below £75 will incur a delivery charge of £3.95. We will contact you directly to arrange delivery safely taking into consideration social distancing

guidelines. Payment can be made by Bank transfer with the order or over the telephone by credit/debit card prior to delivery.

There may well be issues with sizing on collection and delivery orders, especially for new High School year 7 pupils, and Primary School Reception pupils. We will exchange garments wherever possible provided the returned garments are in a resaleable condition and retain the relevant swing tickets. However, due to logistics we will be unable to collect and re-deliver garments for exchange to customers. In such an instance we would request that you contact the store firstly by telephone or email to reorder the correct sizes required. We will in turn inform you when the garments are available to exchange and collect in store.

We would ask that you please bear with us in these uncertain times while we try to achieve our goal of ensuring the supply of your Uniform requirements, whilst adhering to the Government guidelines regarding social distancing and the safety of all staff and customers. We will get there. It may just take a little longer this year!

Please do not hesitate to contact a member of our Customer Service team should you have any queries or require further Information.

Hoping you and your Families stay safe in these unprecedented times.

Yours faithfully,

Jonathan G. Ross

Proprietor