

COVID-19 update and New Term Uniform Planning from Castle Printwear

I just wanted to take some time to update you on what we are doing during this challenging period. Although our 'shop' is closed, to comply with Government guidance, we are still working and we've been delivering orders and taking payments contactlessly, to protect ourselves and our customers.

We are so used to people being able to come in and have a chat about their requirements, see and try on garments. Sadly, this may not return to being the norm for some time. We will continue to monitor the information from the government and take advice from the trade bodies in our sector.

In order for us to continue to provide outstanding customer service, all be it remotely for the time being, we are committed to the purchase of an eCommerce website, which is currently under construction. Once live, it will enable customers to view products, order online and use secure card payments through SagePay.

The new site has great functionality and will incorporate individual dedicated shop areas for each school and for our other regular customers. We are expecting the new site to be live by the 1st week of June - more information to follow.

To complement our new online system, we'll be delivering all orders locally for free, with no minimum order value. This should help with the back to school uniform rush (by the way, some parents have already placed their orders!).

We will possibly implement an appointment system for new pupils who prefer to try on uniform.

Fortunately, lots of our previous uniform customers will have filled in an order form, so we have a record of previous orders to help with sizing of future orders.

Over the next couple of months, we will be working hard to increase stocks ready for the rush.

Yours sincerely

Jenny Vaughan Castle Printwear