

## Covid 19 - Customer Notice 9<sup>th</sup> July 2020

Sportec would like to inform customers that our offices and showroom are open for business. Our open hours are between 9am to 5pm Monday to Friday. To accommodate the 'back to school' and year 7's entering new schools we will be opening on Saturday also between 9am – 1pm throughout August.

The processes for ordering will be completely different to any previous years because of the restrictions in place. Therefore we would like to encourage orders where possible to be placed through our website <https://www.sportec.co.uk>.

Ordering online will allow us to gather the information quickly and accurately so that we can complete orders within our time frames.

There will be a choice either to deliver to your nominated address (the ordering process will deliver automatically) however it is important to state that you will be able to click on the option to 'collect' from our store for which of course there will no charge.

**Please Note: Collection option will only apply to our school uniform and sports club shops orders. To request a collection, please tick the 'collection tick box' which will show at the payment stage.**

We have placed some restrictions in and around our place of work in order to protect staff and customers, therefore in terms of purchasing clothing on-site we will be limiting access. We will be allowing a maximum of 6 people into our store at any one time, in terms of back to school ordering this means 1 child + parent/guardian at any one time to allow sufficient social distancing measures. There will be a restricted time limit in store of 10 mins per person so that we can service the spike in demand through August/September. Changing facilities are closed, however there will be sample/s on show to allow a gauge of sizing.

### **Returns or Exchanges**

Please keep clothing unmarked and with your receipt please present these with your goods at our offices, or return them by post. If returning by post we would advise on a recorded delivery. If your items are personalised with names or initials, we will **not accept** exchanges or returns.

Finally, we would advise too order uniform for back to school before the 14<sup>th</sup> August.

Thank you for your support and co – operation

Steven Martin  
Director