



## **An Update from Total Clothing about our temporary closure due to COVID-19**

At Total Clothing, the health and wellbeing of our staff, customers and suppliers are as always our top priority along with ensuring supply of school uniform to all our schools and parents.

Following on from the announcement made by the Prime Minister on Monday evening we wanted to reassure you that we will continue to follow all Government, World Health Organisation and Public Health England advice.

Unfortunately, this means that **our showroom and Click & Collect will remain CLOSED.**

**Parents can still place orders** online via your school web shop. Despite everything going on around us we will do our best to deliver student's school uniform, however this may take longer than our usual 10 working day lead time in this current situation.

Our **DELIVERY TO SCHOOL option will be unavailable** during this time and we will re-instate it as soon as we have more details about schools re-opening.

We would advise any parents that need to **return** items to us for an exchange or refund to contact us in the first instance before sending their garments.

If you have any questions or queries, our Customer Services Team will be happy to answer them. Please email [customerservices@totalclothing.co.uk](mailto:customerservices@totalclothing.co.uk) as our phone lines will be unavailable whilst we are closed.

We have planned ahead and forward ordered our school wear stock for "back to school 2021" to ensure that parents will have access to this when they need it, whether that will be online with home delivery, school delivery or collection from our Peterborough showroom.

We do understand that school uniform will not be at the top of everyone's things to do and thank you for your continued support.

Kind Regards,

The Schools Team

Total Clothing

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