

Dear Parents

April 21, 2020

I hope this letter finds you and your loved ones in good health and safe.

This is the time of year that our team typically distributes school uniform guides and shopping information to our customers to prepare them for back-to-school September school uniform programs. We remain optimistic back-to-school 2020 will happen and we have begun the process to re-vision what this experience will be like, post COVID-19.

Given the current circumstances the school uniform buying experience will change this year to an online platform.

We took into account: safety, ease of procuring your child's uniform and cost savings.

To proactively get ahead of these shifts, we are pleased to share the following:

*****Please visit our upgraded E store to preregister. www.neatuniforms.ca. Video guide available to assist you through the process.***

- FREE home delivery on all orders over \$50.
- NEW - Full tracking system via Canada Post to ensure guaranteed delivery.
- Step by step service model will mirror an actual shopping in-store experience. This will greatly assist new families in particular.
- Easy ordering for new and current parents with clear step by step direction including how to videos
- Upgraded sizing charts and how to measure videos.
- Information on garment care
- Customized web page by school with uniform guides and full colour pictures showing school specific insignia on the garments.

To best serve the families:-

- Our locations will be reset with staffing at a social distance - each armed with a computer in real time.

- Call center
- We will reset the fitting day calendars to be one week per school (FOCUS WEEK) to take advantage of discounts offered. This will be done to avoid us being overwhelmed by all schools shopping at the same time. These will be spread out from May to end of August
- ****Year round shopping is always in effect 24/7/365**
- E version poster with your schools shopping Focus Week details to follow shortly.
- Curbside pickup using our click and collect feature – coming soon
- Payment option plan should you require. (Exclusive new feature to Neat Uniforms)

Ways to reach us:

By phone to our call center for inquiries or placing an order:
Tuesday to Saturday 10am – 5.00pm
604 205 7560
1800 668 8261

By Email: info@neatuniforms.ca

Placing your order at our new E store: www.neatuniforms.ca

We appreciate your understanding and cooperation as we navigate through this low touch economy for the health and safety of all.

Kind regards

Sam
General Manager

PS:

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