

SANCO

SCHOOLWEAR & PE KITS

Visiting the Store

As you can imagine, safeguarding our customers and staff in the present climate is our highest concern. Even though there is a gentle easing of lockdown restrictions, we are following Government guidance in respect of retail premises. Accordingly, we have put in place measures to adhere to social distancing requirements meaning there are strict limits on the number of people we can allow into the store at any one time. This effectively means we have a "closed door policy" and so we are operating an appointments system for those parents who would like to visit the store.

For this, please share the following link with **all parents/carers** (existing pupils + new starters in September), through which they can book a fitting appointment: -

<http://www.sanco.co.uk/page/book-appointment/>

The appointments are for 20 minutes. Our booking policy is on the website and gives parents all the details they need to visit us safely and seamlessly. Parents with appointments will be let in to the store at their scheduled time. Anyone without an appointment will have to wait in a queue and we will only be able to serve them if our maximum numbers permit, in between parents who do have an appointment.

Purchasing Online

For parents to purchase online, here is the Twyford page from our website: -

<http://www.sanco.co.uk/school/35/>

Purchasing Early

Due to social distancing and the requirement to quarantine for 48 hours items tried on, exchanged or returned, it is **very important** parents organise uniform **as early as possible**. If parents leave it till August, it is likely they may have to queue for extended periods and/or the items or sizes they require may not be available due to quarantine. Please convey this to your parents so they are encouraged to make early arrangements.

Hence, we **strongly suggest** ALL parents either (a) visit the website or (b) make an appointment and visit the store, by **31st July** at the latest. Please therefore circulate the above weblinks / information both to new parents of pupils starting in September AND to existing parents who may only require top-ups.

Exchange & Refund Policy

To ease concerns over buying early and child(ren) having 'growth spurts', we've extended our exchange policy from 60 to **90 days** (refunds 30 days). Goods just need to be kept in saleable condition (unworn, tags intact, with receipt).