

Dear Parents

March 31 2021

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 that full scale in class back-to-school 2021 will happen. 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 continue this year as 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](http://www.neatuniforms.ca). Video guide available to assist you through the process.***

***\*\*New bundles savings and or vouchers are available – please visit our website.***

- ***FREE shipping to home on all orders placed during your schools focus week.***
- ***NEW: online chat feature***
- ***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 directions including how to videos
- Upgraded sizing charts and how to measure guides ***including a sizing work sheet*** as you measure your child
- 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 year round locations are reset with staffing at a social distance.
- Call center available for inquiries
- We will continue fitting day calendars to be one week per school (FOCUS WEEK) to take advantage of discounts offered. This is being done to avoid us being overwhelmed by all schools shopping at the same time. These will be spread out from May to August
- Year round shopping at our retail location. Check website for hours. \*Recommended for new families in particular at this time – available to all if needed.
- Online shopping 24/7/365
- E version poster included to mark your calendar.

### **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 or 604 205 7556

1 800 668 8261

\*New Feature for 2021: online chat

By Email: [info@neatuniforms.ca](mailto:info@neatuniforms.ca)

Placing your order at our new E store: [www.neatuniforms.ca](http://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

Team Neat.

PS:

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