

# **Getting Back to Normal School**

LEARN HOW WE'RE HELPING PARENTS GET READY

We understand many parents are keen to be prepared for getting back to school, and we at Trutex have been working hard to make the process as easy and stress free as possible, so that children can get in the right uniform in plenty of time.

That's why we've put together a number of new initiatives to help.

Here is a summary of all the things we have done to guide and support parents buying Trutex uniform this summer.

## Extended exchanges - now up to 60 days!

To allow parents to buy with confidence earlier this year, we have extended our exchange period from 29 days to 60 days. As there is likely to be even more demand in online orders, we would really be grateful for your support in encouraging parents to **buy early**, to ensure they have their children's uniform well before the start of term in September.

## Spread the cost of Back to School with 3 interest free payments

We fully understand that buying everything that children need for school can be tough on finances, this Red Tak & even harder. That's why from mid-June we are launching Klarna on our Trutex Direct website, which allows parents to easily split their Trutex purchase over 3 monthly instalments, at no additional cost.





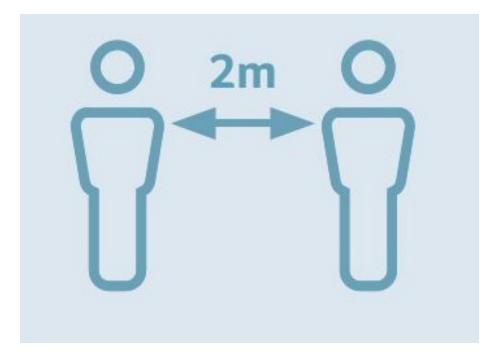
Trutex is the leading brand in cohord user and sportswear across the UK today and has been supplying quality clothing for over 1 arears. www.trutex.co
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If you do not wish to receive any further information by e-mail from us please unsubscribe.

Klarna is a globally recognised payment provider and we think that many parents will already registered with this service, making purchasing with this payment option simple and easy. New customers will also be able to use this option by completing a quick and easy sign up process.

## Safety at all times

Throughout this pandemic, the safety and well being of our staff, suppliers and customers has remained our priority. Our warehouse and office are now set up with all the appropriate measures to operate safely as advised by government guidance and the WHO (World Health Organisation). Our courier, DPD, is also adopting contact-free deliveries.



Our capacity may be reduced in the short term and lead times slightly extended, but you can be sure that we are working as **quickly and safely as possible**.

## The important benefits of uniform

We feel it's even more important to get students back to normal with a positive mind set and the act of "getting ready for school" in their school's own uniform can't be underestimated as a positive way for students to do this.

Please take time to read this document from the Schoolwear Association about all the widely accepted benefits of school uniform. <u>Click here to read more</u>

## **Right size, first time!**

To help ensure parents get the right size first time when they order from us, our new online blog now includes a "Size guide" area where you can find detailed size guides, instructions for measuring and videos by product . Click on the images below to view these guides. <u>Or Click</u> <u>Here to view all</u>



Blazers Size Guide



Shirts Size Guide



Skirts Size Guide

## How to measure videos

We understand that parents may need support to measure their children for uniform, particularly for the first time, that's why we have put together a series of "How to measure" videos. These are available to view on YouTube and you can use the links to forward to customers or send in emails. Below are highlights, visit **Trutex Schoolwear on YouTube** to watch them all.





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No tape measure at home? No problem!

We have created an A4 "print at home" tape measure for parents to use, which is easy, simple and straight forward. All you'll need is a printer, scissors and clear tape. Follow this simple guide if you don't have a tape measure at home.

### Click here to download



## **Online Activities & Resources**



To help parents navigate these often difficult times, we've been doing our bit to help by sharing activities and resources on our Facebook page. This includes updating our blog with a number of print at home activity packs. <u>Click here to view our blog.</u>



Finally, a big thank you from everyone at Trutex for your ongoing support. Please contact us at any time if you have questions, comments or suggestions that will allow us to support your parents better this summer and beyond.