

John Lewis Schoolwear

Dear Parent,

The John Lewis Partnership strives to deliver the highest levels of customer service and position itself at the forefront of retailing in the UK. You are now able to order your entire child's uniform online at your convenience, 24 hours a day, 7 days a week. Simply follow the 'Regulation Schoolwear' link from the schoolwear home page at johnlewis.com and click on your school's logo / name to access a full listing of the uniform. Click on the individual item of uniform and indicate the size required. Once you have completed your shopping, proceed to the checkout and select your delivery option.

If you need your uniform urgently, use the 'Click & Collect' service which will enable you to place your order (before 7pm) and collect your purchase from any John Lewis store. The service is free of charge and your items will be available after 2pm the following day. Alternatively, your order can be dispatched to your address. Delivery will take place within 5 working days. Orders of £30 or more will be free of charge; for orders under £30 or a named day delivery, there is a charge.

As always you can still go to your local John Lewis store and one of our selling Partners will assist you in placing your order. We will have sample sizes available for your child to try on and help you order the correct sizes.

If you do not have debit/credit card or an email address, which you will need to make an independent online order, please visit one of our stores where our selling Partners will assist you place an order without these items.

A new stock management model is being introduced which will significantly reduce out of stock times on your school uniform. However, on an occasion when demand rises above expectation and a short replenishment delay occurs, we have added a new functionality to johnlewis.com for your convenience. If you click on a size which is out of stock you will have the option to press the 'email me when back in stock' button. This will immediately inform you by email when the line returns to an in stock position, allowing you to visit johnlewis.com and place your order.

We trust you will be happy with your purchase but in the event that you need to return any item, returns are processed **free of charge** through any John Lewis store or through johnlewis.com via Royal Mail.

If you have any further questions regarding ordering your uniform through johnlewis.com, please speak to Partners at your local branch who will be happy to assist you.

Yours sincerely

Jeni Snell

Project Communications Manger