

KENT SCHOOL UNIFORM

August 2020

To all of my customers

Firstly, I would like to apologise for the delays and disruption to our normal delivery times. I have been working hard throughout the past 3 months to achieve as much as possible but we are still carrying a much bigger backlog of work than normal.

In normal times the months of April, May and June are used to build up stock for the summer rush. That was not possible this year, although easing of lockdown meant some work could be done, the social distancing requirements made it far from normal production levels.

When production was restarted, stock at suppliers were not at the usual levels and are still not. I am being told some items will not be back in stock until October.

I have added extra embroidery capacity but social distancing restrictions have effectively put a cap on what more can be done.

The same issues at my suppliers have meant that, what normally would be a 24 hour delivery is now anywhere between 3 and 5 days.

The uncertainty of if, and when schools would reopen also meant ordering patterns were far from normal with large surges, whilst this is understandable it makes it impossible to predict stock requirements.

Once again I apologise for the delays and disruption but continue to work hard to clearing the backlog of work.

With kind regards

Steve Taylor