

## Dear Parent,

Although we're starting to see signs of normality, the impact of COVID-19 is still prevalent within the schoolwear industry. The following is an important message regarding global supply chain challenges that are impacting the supply of school uniform across the UK.

**This is not just impacting Monkhouse, this is impacting all schoolwear suppliers across the UK.**

## What does this mean for you?

This is leading to out of stocks and delays on some orders, this is likely to continue throughout summer and into Back to School.

Not only are we experiencing delays in orders, our supply chain is unable to provide accurate delivery dates into our stores and distribution centres. Subsequently, we are then unable to provide you with delivery dates.

For those parents who are affected, we apologise for any inconvenience and we're working to gain more accurate information from suppliers.

Rest assured, our teams are working tirelessly to ensure supplies are received and distributed as quickly as possible.

## What do you need to do?

If you have an outstanding order and require an update, please contact our customer service team who will do their best to answer your queries:

Tel: **0161 476 7216 - Monday to Friday - 8.30AM to 5PM**  
Email: **web@monkhouse.com**

If you need to place an order, please book an appointment at your local store or place your order online as normal. Our general stock levels are good and we are fulfilling over 90% of orders in normal time scales.

**We would like to say a big thank you for your continued support throughout this challenging period.**