



Open letter to all parents from Steve Taylor and David Harvey – co owners Kent School Uniform

2020 has been a difficult year for everyone, both professionally and personally. The school uniform business has encountered challenges not previously experienced. We were unable to stockpile in April / May as usual due to the first lockdown and although we added capacity once we were allowed back to work, the stock levels at suppliers were at an all-time low. In addition, although back to work, social distancing rules meant that our suppliers were unable to meet their normal next day delivery commitments and typically, delivery was 5 to 6 days.

As a business, we are acutely aware that there were things that we could have done better and would like to apologise for the inconveniences caused.

The two major areas for concern were the logistics of handling part orders and communication. We have invested heavily in upgrading our online system and the new website will be running for 2021. The website presented to yourselves will not look significantly different but the administration side is much more comprehensive. We have paid particular attention to communications between the company and the customer. With the new website, customers will have better ways of tracking orders and contacting us with problems.

We have moved all registered customers details to the new website, but for data protection reasons we cannot access and transfer passwords, so when you next log in to the website you will be asked to reset passwords.

We have now concentrated all of our production in one facility and have increased capacity; this also means we have more people to answer phones etc. when dealing with problems at the busiest times.

Once again, our apologies for those of you inconvenienced in 2020 but we are confident of a much better 2021.

Steve & David