

School Uniform

SUPPLY UPDATE

As the UK's largest specialist Schoolwear retailer we are very aware that for pupils returning this Autumn Term, it is going to be a bit different. At Stevensons we have been working hard to make sure any disruption is kept to a minimum, but with the most challenging year in our almost 100 years of existence, it has proved tough.

Disrupted Deliveries

In "normal" times one of our key measures of performance is stock levels, making sure we have the right stock in the right place at the right time we know is critically important. But these are not "normal" times, and many factors from country lockdowns, factory shutdowns and delays to supplier shipments have conspired to work against the delivery of our own high standards. But please rest assured we are doing everything we can to lessen the impact on our customers.

Don't panic, we're on it!

This year we know we will struggle to have all the stock we need before term starts. We don't like it any more than you. Our School Account Management Team will be in regular contact to keep all of our partner Schools up-to-date with any specific school stock issues.

Pop-in to Top Up

As the start of term approaches, our stores will move from appointments only, to accepting customers popping into store to pick up any outstanding/remaining items, without the need to pre-book. This should make it easier for those last-minute top-up items or customers needing to return items.

We won't stop doing everything we can

Our fantastic warehouse teams have been packing orders at a record rate. The teams have been very busy dealing with an incredible 90% increase in online orders, this summer. We have fulfilled 92% of the orders this year compared to the 96% from last year and we are working hard to fulfil the orders that haven't been sent out as of yet.

We are sending out items as we receive in deliveries, so we are having to split more orders than necessary. So, we'd ask customers to bear with us should there be a delay to part of any orders. If any of the items ordered are temporarily out of stock, they will be sent on as soon as we receive them.

When we say, 'it's in the post', we really mean it

We are aware that some postal deliveries are taking longer than expected and so are asking customers not to phone us to chase specific delivery dates, but to please email us with the order details to avoid extended queuing on the phone. Our customer service department is working tirelessly trying to respond to customers queries, aiming to respond within 48 hours.

Continued Communication

We are making extensive use of our social media channels, pop-ups on the website and information in the website 'News' section of stevensons.co.uk. We will continue this approach to keep customers up-to-date with the constantly changing situation.

Rest assured, we are working hard to make this Back-to-School as near to normal as we can.

E: customerservices@stevensons.co.uk

W: www.stevensons.co.uk

STEVENSONS

SCHOOL UNIFORM OUTFITTERS