

# Cross Embroidery - Uniform Supplier

## **Important Information**

All orders will be treated as first come, first served. We would encourage all parents and carers to place their order as soon as possible to give us all the best back to school experience. We cannot guarantee that orders placed during August will be fulfilled in time for the new term.

## **New Starter Appointments**

Starting a new school is an exciting transition for all involved. Our aim is to provide a swift and stress-free experience for both parent(s)/carer(s) and students. Having used an appointment system in recent year's we have found this allows us to guide our customers easily through the uniform process during a one-to-one fitting, ensuring you only buy what you need, allowing you to top-up later, as and when you require.

We would like to offer new starters the opportunity to try on all required uniforms within a 20 minute time slot. New starter appointments will run from 1st May until 31st July, we have set these appointments exclusively for students starting their new schools. We do advise booking your appointment as soon as possible to ensure we are able to supply key items of uniform to avoid disappointment that may occur with orders placed after July.

## **Existing Student Appointments**

We will be offering appointments to students in year 8 and above from August. You can also place click and collect orders via our website. In order to visit the store for a fitting, parents/carers must book in advance, via our online booking system:

As we approach the busy summer season, we would ask customers to make sure that time slots are not missed as this would result in cancellation and the need to re-book.

We accept returns/refunds if tags are kept on the items purchased and they are in a saleable condition.

There is no customer parking available - we have made this decision to give customers a safe place to queue.

## **Opening Times and Contact details**

Monday - Friday 9:00am - 5:00pm / Saturday 09:30am - 1:30pm

(Closed Bank Holiday Weekends)

01295 270555

[sales@crossembroidery.com](mailto:sales@crossembroidery.com)

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