

Dear Chaoyin Parents

July 16 2021

I hope this letter finds you and your loved ones in good health and safe.

This is the time of year that our team typically distributes school uniform guides and shopping information to our customers to prepare them for back-to-school September school uniform programs. We remain optimistic that full scale in class back-to-school 2021 will happen. We have begun the process to re-vision what this experience will be like, post COVID-19.

We took into account: safety, ease of procuring your child's uniform and cost savings.

To proactively get ahead of these shifts, we are pleased to share the following:

***\*\*Please visit our upgraded E store to preregister. [www.neatuniforms.ca](http://www.neatuniforms.ca). Video guide available to assist you through the process.***

***\*\*New bundles savings and or vouchers are available – please visit our website.***

- ***FREE shipping to home on all orders placed during your schools focus week.***
- ***NEW - Full tracking system via Canada Post to ensure guaranteed delivery.***
- Step by step service model will mirror an actual shopping in-store experience. This will greatly assist new families in particular.
- Easy ordering for new and current parents with clear step by step directions including how to videos
- Upgraded sizing charts and how to measure guides ***including a sizing work sheet*** as you measure your child
- Information on garment care
- Customized web page by school with uniform guides and full colour pictures showing school specific insignia on the garments.

To best serve the families:-

- Our year round locations are reset with staffing at a social distance.

Please book an appointment for your child's fittings by ***CLICKING ON THE ATTACHED FLYER.***

***Recommended for new families requiring one on one assistance at our location.***

- Year round shopping at our retail location. Check website for hours. \*Recommended for new families in particular at this time – available to all if needed.
- Online shopping 24/7/365
- E version poster included to mark your calendar.

***Ways to reach us:***

By phone to our call center for inquiries or placing an order:

Tuesday to Saturday 10am – 5.00pm – STORE HOURS

604 205 7560 or 604 205 7556

1 800 668 8261

By Email if you have any questions: [info@neatuniforms.ca](mailto:info@neatuniforms.ca)

Placing your order at our new E store: [www.neatuniforms.ca](http://www.neatuniforms.ca)

We appreciate your understanding and cooperation as we navigate through this low touch economy for the health and safety of all.

Kind regards

Team Neat.

PS:

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