



Dear Melanie

I am writing to let you know that some parent orders are way overdue and I am keen to explain why this is the case.

The school uniform was ordered a long time ago and left the factory on time but international trade, and in particular shipping and logistics, has been very badly disrupted and is now more unpredictable than ever.

UK ports are experiencing massive congestion caused by the restrictions placed on working conditions as well as the current poor weather. The container that the particular garment orders are on has now been diverted at the last minute away from Southampton and is now en route to Antwerp! The carriers are busy in the process of organizing another vessel to deliver to Southampton.

We feel completely powerless and I fully appreciate how frustrated you and your parents must be. Please rest assured that we are doing everything we possibly can to improve the situation. We will, of course, dispatch the garments as soon as we receive them.

Once again, I really am very sorry for all the inconvenience.

Kind Regards,

Anthony Buckland
Joint Managing Director