



EST. 1884

1<sup>st</sup> September 2020

Dear Nick

As the new school year approaches, I am writing to you to address any issues you or your parents/carers may have experienced with the M&S Your School Uniform service.

It has been a challenging year for us all.

Not only have we all felt the effects of the global COVID pandemic, but we also took the necessary decision to launch a new website. This website will allow us to offer you a more comprehensive service in the future as well as meeting all the data security requirements now required of us all. However, whilst it has performed as expected in most cases, we are aware there have been exceptions to some transactions and customers may not have experienced the levels we would have wished. I apologise for this and hope that all cases that we became aware of were rectified as quickly as possible.

In terms of availability of stock, we have also faced challenges due to the impact of the COVID pandemic on our suppliers. This is particularly true of our supplier of sweat products and we are aware of shortages of this product across our schools. Stock is still coming in to the UK and will continue to do so over the next few weeks. As I write, and assuming no changes to the global picture, we expect to have all this stock available for sale by the end of September. This is, of course, later than required by you and planned for by us. I can only apologise and reassure you we have been doing all we can to support our suppliers and bring the stock in as quickly as we possibly can.

On a more positive note I am pleased to say we can see sales are very strong across the service which reflects that our general availability levels have been good and hope this is an indication that families are focused on getting back to a sense of normality and supporting the drive to get children back in to the school routine.

Thank you for your support during these unusual months and I wish you all the very best with your return to school

Kind Regards

**Simon Harris**

**Marks and Spencer Your School Uniform**