

Dear Parent/Carer

Thank you for your continued support, it has been a difficult few months for schools, pupils and parents and we hope that you are all safe and well.

We would like to update you on our current situation at Salto UK, please see below the ways you can order. If the situation changes we will notify you via our Facebook page and on our website, so please check in now and again to stay updated.

#### ONLINE

Ordering online from our website **www.saltouk.com** remains the easiest and safest way to order uniform. When you order online, you will have 2 options:

1. Home delivery - we will endeavour to process and dispatch orders as quickly as possible (dependant on stock availability).
2. Free 'collect from store' option - your order will be processed and you will be notified as soon as possible once it is available to collect from our store in Prudhoe. Again – this depends on stock availability.

Exchanges and returns can be made by contacting us via email at [enquiries@saltouk.com](mailto:enquiries@saltouk.com)

We will confirm as soon as possible when we have your preferred size ready to exchange or will have the paperwork ready to refund.

#### SHOP

Our opening hours are Monday to Friday 9-5pm and Saturdays 9-1pm (closed Bank Holidays). You are welcome to come into the store to either buy school uniform if we have the stock available or to place an order to collect at a later date.

Please note, we are unable to take orders via the telephone or Facebook.

#### QUERIES

We have added measuring videos to our Facebook page and our website, and sizing charts to help you make the correct choice. If you have any queries please contact us via our Facebook page or email us at [enquiries@saltouk.com](mailto:enquiries@saltouk.com)

As you know, this situation is ever changing, and we are monitoring the service we provide regularly. We are committed to keeping our loyal customers updated and providing the best service we can under difficult circumstances, so please remember, as your local supplier, we are here for you.

Take care and stay safe

Team Salto