

# Trutex Schoolwear and More

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Dear Parents and Guardians

Firstly, I want to thank you all for your support of our family business during this difficult time. I would like to assure you all that my family and I together with our colleagues are here to support you and your families throughout this period and will do all that we can to make the purchasing of school uniform as easy and stress free for you as possible.

We are delighted that after a period of lockdown, our store will be opening shortly in line with government guidelines. We are very much looking forward to welcoming you back to our store on Billacombe Road.

We have been really busy behind the scenes preparing for our re-opening and I would like to share with you the measures we have implemented in store ensuring that both you and our colleagues can shop and work in a safe environment.

1. We have introduced social distancing measures and are limiting the number of people in store at any one time to 10.
2. We will be operating a click and collect service via our website [www.plymouth.trutex.com](http://www.plymouth.trutex.com) and an appointment service instore for year 7's only booked via phone (01752 491353) limiting to one adult / one child.
3. We have increased the product range and included all compulsory uniform items on our website [www.plymouth.trutex.com](http://www.plymouth.trutex.com). If you are able to order online please do so as this will really help us in store and also your fellow customers who may be unable to shop online.
4. A delivery service will be available in the Plymouth area only.
5. All returns will be accepted via the rear door to the building. All product will be steam cleaned and not returned to the shop floor for 48 hours.
6. Size guides are available on our website. [www.plymouth.trutex.com](http://www.plymouth.trutex.com)
7. Our colleagues have been issued with PPE. Please don't be offended, it's for you, your family's and our colleagues' protection.

If you have any questions or concerns please email us at  
[Plymouth@trutex.com](mailto:Plymouth@trutex.com)

Once again, I would like to extend our sincere thanks to you and your family for your continued support.

Kind regards

Trutex Plymouth