

COVID- 19



A short guide to uniform purchasing from Brenda's during summer 2020

Due to the impact of COVID-19, subsequent social distancing, and the huge volume of customers we have in store during the holidays we've made the decision to operate online only for this summer.

This means orders can be either delivered to you or you can order for Click & Collect from store.

Brenda's will be processing online orders from 1st June 2020 onwards

You will be able to collect your orders from outside the front of our store, all that we will require is your order number, but please ensure you have proof of ID with you just in case.

We've introduced some new service aspects for this summer which include:

- Opening from 8am to 8pm, Monday to Saturday, for order collection
- Making all online orders over £75.00 free shipping
- Adding money saving promotions and discounts throughout our website
- Where available we'll be adding links to specific garment size specifications on relevant uniform pages, aimed to help gauge your requirements more accurately

Returns

It's very important to be clear that dealing with returns differs greatly from a usual in store exchange.

- If you need to change sizes of items that you've purchased you will need to order the sizes you require and await a collection ready notification from Brenda's.
- We suggest ordering what you need to replace and when ready for collection drop off your returned items for refund at the same time.
- If you have items to be refunded you can return them at the front of the store or post them back to us.

YOU WILL NOT BE ABLE TO BRING ITEMS BACK TO THE STORE TO SWAP WHILE YOU WAIT

If you have any questions please email shop@brendas.uk

Thank you