



monkhouse[®]
schoolwear specialists

Dear Parent,

Although we're starting to see signs of normality, the impact of COVID-19 is still prevalent within the schoolwear industry. The following is an important message regarding global supply chain challenges that are impacting the supply of school uniform across the UK.

This is not just impacting Monkhouse, this is impacting all schoolwear suppliers across the UK.

Global Supply Chain Challenges

The availability of school uniforms across the UK is being seriously challenged by the impact of COVID-19 on global supply chains and the major disruption to worldwide shipping. This was impacted further by the recent closure of the Suez Canal.

What does this mean for you?

This is leading to out of stocks and delays on some orders, this is likely to continue throughout summer and into Back to School.

Not only are we experiencing delays in orders, our supply chain is unable to provide accurate delivery dates into our stores and distribution centres. Subsequently, we are then unable to provide you with delivery dates.

For those parents who are affected, we apologise for any inconvenience and we're working to gain more accurate information from suppliers.

This situation has been exacerbated for schools that were previously supplied by Initially Yours.

Unlike Monkhouse, Initially Yours didn't hold school specific stock, meaning they relied on quick service from the supply chain to fulfil all orders. We are in the process of changing this for Back to School but the transition has been delayed due to the supply chain challenges.

Monkhouse is investing in holding significant school specific stock throughout the year which will assure better service. Please bear with us as we work hard to resolve the global supply chain issues. We can then build up to a much higher stock holding than Initially Your previously held.

Rest assured, our teams are working tirelessly to ensure supplies are received and distributed as quickly as possible.

What do you need to do?

If you have an outstanding order and require an update, please contact our customer service team who will do their best to answer your queries:

Tel: **0161 476 7216 - Monday to Friday - 8.30AM to 5PM**

Email: **web@monkhouse.com**

If you need to place an order, please book an appointment at your local store or place your order online as normal. Our general stock levels are good and we are fulfilling over 90% of orders in normal time scales.

We would like to say a big thank you for your continued support throughout this challenging period.