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## Dear Parent/Carer

Smarty Pants Schoolwear, based in Brentwood, Essex has been Montgomery Infants schoolwear provider for some years. To new customers we look forward to serving you as part of the Montgomery Community.

We are sorry that due to the coronavirus trading restrictions we will not be able to visit the school to undertake personal fittings this year. In addition, due to the restrictions on trading our retail counter is currently closed. The non-use of changing rooms, trying on samples and other social distancing requirements made the usefulness of this service minimal. This seems likely to remain the case whilst the current government guidelines remain in place. However, we have an excellent website and we hope to be able to give you all the assistance you need so that you feel confident to place your order online.

## Ordering

It may seem that September is some months away but we strongly urge you to place your order asap for the new term, *please do not leave it till August*. You may have noticed that online orders from all companies are taking longer to arrive than usual. This is not just due to the increased number of orders but reflects the increased time it takes to process orders whilst operating the social distancing requirements of the workplace. Even in normal years we are flat out in August and we will not have the capacity to process as many orders this year as last. For this reason we have had to remove our deadline guarantee as there are too many factors outside of our control this year.

We understand that parents are worried that children grow and like to leave it to be sure. However, remember they do not sprout into giants overnight the last week of August! The average growth of a primary aged child will be about 1.5 cms from now until September. If you break that down into their top half you can see that if it fits now, with room to grow, then it will fit in September.

For extra assurance we are happy to refund any item up until the start of the September term as long as the items are returned to us *unworn, unmarked, with the original packaging and tags so it can be re-sold as new*. You will need to place a completely new order for the replacement sizes so please bear this mind when considering the order timing process. Please see our website for the latest information on order processing, ordering and our returns policy.

## Sizing

For general advice we find that school uniform is sized more generously than other children's clothing brands so we advise to buy the **age size** your child *will actually be* at the start of September rather than a size up. The most common reason for parents returning items is that they have overestimated how big their children are and need to buy smaller.

For some reason school uniform is still sized in inches for many items, which understandably parents can find confusing. To help with ordering by chest size we have put together a size guide in the table below. Please note this is given in good faith and we cannot assess every child individually. We have tried to add as much more size information to the website this year.

Chest Size	Small for Year Group	Average for Year Group	Large for Year Group
Reception	22	24	26
Year 1	24	26	26
Year 2	24	26	28
Year 3	26	28	30
Year 4	28	30	32
Year 5	28	30	32
Year 6	30	32	34

## Delivery

You can choose for your order to be sent to your home or collect from our premises. You will be sent a notification when your order has been despatched/ready for collection. If you have opted for collection please wait for this email and click on the link to book a collection time. Your order will not be ready before this time. Please allow extra time for orders to be ready at the moment. We have a coronavirus update page on our website to keep you up to date on the current position and when you can expect to receive your order.

## Contact

We have staff working from home where possible so please email any query you may have to [primary@smartypantsschoolwear.com](mailto:primary@smartypantsschoolwear.com) and include a mobile number if you would like a call back. If you have already placed an order please quote the order reference in the subject line of the email. We have taken our telephones offline temporarily so that the staff that are in the office can concentrate on processing orders.

We, along with many other businesses, are in uncharted waters in managing to trade under these circumstances but I am confident that with goodwill on all sides we will manage to adapt to the 'new normal'.

My staff and I look forward to serving you and thank you for bearing with us at this difficult trading time.

Team Smarty Pants