



Cross Embroidery

IMPORTANT INFORMATION

All orders will be treated as first come first serve. We would encourage all parents/carers to place their order as soon as possible to give us all the best back to school possible. We cannot guarantee that late orders placed during August will be fulfilled in time for the new term.

New Starter Appointments

Starting a new school is an exciting transition for all involved. Our aim is to provide a swift and stress-free experience for both parent(s)/guardian(s) and students. Having used an appointment system last year due to COVID we have found this allowed us to guide our customers easily through the uniform process during a one-to-one fitting, ensuring you only buy what you need, allowing you to top-up later as and when you require. During these difficult times we would like to offer new starters the opportunity to try on all required uniform within a 20 minute time slot.

We are allowing 2 appointments at any one time with a socially distanced system in place.

New starter appointments will commence from 4th May until 30th July, we have set these appointments exclusively for students starting their new schools. We do advise booking your appointment as soon as possible to ensure we are able to supply key items of uniform to avoid disappointment that may occur with orders placed after July.

Existing Student Appointments

We will be offering appointments to students in year 8 and above from July. You can also place a click and collect order via our website. However, when collecting your click and collect order, items must be taken and tried on at home.

In order to visit the store for a fitting, parents/guardians must book in advance, via our online booking system:

- Face Masks must be worn unless exempt
 - Maintain 2 Metre distance
- Please book 1 appointment per child

As we approach the busy summer season, we would ask customers to make sure that time slots are not missed as this would result in cancellation and will need to be re-booked.

Hand sanitiser will be available at the entrance and throughout the store. Plastic screens are fitted at every till point. We are still accepting returns/refunds if tags are kept on the items purchased and they are in saleable condition. Any returned items will be quarantined for 72 hours and steam cleaned.

There will be no customer parking available, we have made this decision to give customers a safe and distanced place to queue.

Supply Chain Challenges

The school uniform retail sector has been warned by clothing manufacturers that some delays in deliveries may occur due to various challenges caused by the Pandemic and more recently Brexit. Although, the whole supply chain is working very hard to minimise any disruption throughout the back to school period.

To order/book go to: www.crossembroidery.com/covid Contact us: 01295 270555
email: sales@crossembroidery.com