



FAIRLANDS PRIMARY SCHOOL & NURSERY

Pound Avenue
Stevenage
Hertfordshire
SG1 3JA

15 September 2008

Dear Parents/Carers

Re: School Uniform

It has come to our attention that 'Your School Uniform' have inadvertently set up two different sized logos on our new school uniform range. One of the badges has been produced too small and when embroidered onto the garments has been done so in an unacceptable manner. This error has now been rectified and all recent orders will, I am assured, have the correct logo on them.

'Your School Uniform' have apologised for their error and we have informed them how disappointed we are. They were understandably regretful that we have had cause to be unhappy with the service they have provided. To rectify the situation they are now offering to replace all of the uniform with the small logo, or any where the stitching is of poor quality.

If you have one of these items, and would like it replaced, please telephone Your School Uniform on 01733 373416 and have your order number ready. A member of the team will then talk you through the procedure.

For all those parents who are waiting to purchase a sew on badge, I am informed that these should be available by the end of next week. I can only apologise for the delay, and would like to reassure you that after these teething problems are rectified, the system of ordering uniform direct should become much simpler.

Mr R Staples
Headteacher