

# M&S

EST. 1884

## Marks & Spencer Your School Uniform

### Summer 2020 Newsletter

Hello!

Firstly, we just hope that you all are well during these extraordinary times! In so much as it is possible, we want to keep you as fully informed and aware of everything we are doing to bring 'Back to School 2020' to you as smoothly as we can. As we are sure you can imagine, things are very different this year, but hopefully this newsletter will give you all the information required for schools, parents and carers to be able to order M&S bespoke school wear.



## Introducing your new improved M&S Your School Uniform website!

Over the past few months, we have been working hard on developing a new website that delivers some great features and makes the shopping experience even better for our customers. We appreciate this might not be the best time to launch but we wanted to deliver this new site as soon as possible so our customers can benefit.

Our new website now makes it easier than ever to make searching, purchasing and returning the uniforms your children need.

#### Some of the new features include:

- Guest check out option – Parents don't need to create an account with us, if they prefer you can check out as a guest
- Mobile friendly - Our new site is easy to use whether you are using a computer, tablet or mobile

- Easier returns process – Every order comes with a bag & shipping label for customers pop the items and return without any cost via the post office
- Improved Website Search – Search by size, colour, item, or school

## **So, what does this mean for our existing customers?**

### **All our existing customers will have to create a new account**

Unfortunately, we are unable to migrate accounts or order history, so customers will need to create a new account with us, to track order history, add favourites and create an address book. Alternatively, our new Guest Checkout feature can be used.

**If purchases have been made from our website in the last 90 days, returns & refunds will have to be processed through our email or call centre. For any queries then please email the team at**

[YSU.query@customersupport.marksandspencer.com](mailto:YSU.query@customersupport.marksandspencer.com) or call them on 0333 014 8418. The team are available to take your call between 9am to 8pm Monday to Friday and from 9am to 4pm Saturday.

Below is a link that you can copy and paste onto your school website and this can then direct parents straight to our site.

**[M&S Your School Uniform - https://www.mandsyourschooluniform.com](https://www.mandsyourschooluniform.com)**

## **Good things to come**

Whilst we have been working hard to update our website, we are still unable to offer Sparks, gift cards, loyalty vouchers or free delivery to Store, but we hope to add these features in the future.

## **Products not available to buy “CONTACT ME WHEN AVAILABLE”**

Please note that due to lockdown requirements and reduced operating capacity our suppliers are adhering to, we are experiencing delays with the arrival of our stock into the UK. As we are sure you will appreciate, there will consequently be some delays in getting all of your stock on sale in time for the start of the '2020 Back To School Campaign' and the 20% promotion. Additionally, it may take us longer than usual to replenish an item if it temporarily goes out of stock. With this in mind, please can all customers use the “CONTACT ME WHEN AVAILABLE” function explained below.

**If a product is not available customers will see the “CONTACT ME WHEN AVAILABLE” message. Directly below this, customers are asked to leave their email address in order to be told when it is back in stock. When this box is completed it actually ensures the request is added to an embroidery requirement list and will prioritise the embroidery of this product.**

It really does work and will help us to replenish stock more quickly.

## **Summer 20% Discount Promotion**

Again, because of the delays outlined above in receiving stock from our suppliers, which has affected the whole of M&S school wear and not just bespoke school wear, we are delaying our launch of ‘Back to School 2020’ campaign until July instead of our planned June launch.

**Additionally, to help parents over the summer, we have decided that we will extend our 20% promotion to run for 3 months from 2<sup>nd</sup> July until 30<sup>th</sup> September, so that no parent will miss out on being able to buy their uniform at a discounted rate.**

This is a fantastic offer for all customers, so we hope the good news spreads to all!

## **Leaflets**

Due, once again to the current situation, we have been unable to print the leaflet this year, so we have emailed a PDF version that in turn can be emailed or printed and sent to all new parents and copied onto the school website

## **Plain Uniform Shop**

Due to its success, we have continued to expand our plain uniform section and as well as the usual range of trousers, skirts, shirts, blouses and summer dresses, there are also now new items like long sleeve polo's, PE hoodies, StormDri jackets and a range of specialist sportswear.

## **5% Cashback**

Don't forget that your school will receive 5% of the total sales of uniform appearing on your school's web pages. The next payment will be due to you in June this year.

That's all for now – we wish you a safe and happy Summer!

**The M&S Your School Uniform Team**

