


**BE SCHOOLWEAR**

# CHANGES TO ONLINE SHIPPING

We have recently updated our shipping methods for online orders - the main change is that parents will no longer be able to place their order online and select 'Delivery To School' - all orders will now be shipped to home. Our new shipping methods are as follows:

**All orders will be shipped via  dpd**

**FREE UK HOME\***  
All customers who spend over £45 online will qualify for FREE next day delivery.\*



**£2.99 UK HOME\***  
(Reduced from £4.99)  
Customers who spend under £45 will pay £2.99 for next day delivery.\*

\*Once orders are ready to be shipped, they are dispatched on a Next Day Delivery service with DPD. Some areas may take 2 days. Normal lead times

This welcomed change will not only make our online service better, but will make ordering and tracking far easier for the customer - as well as taking all handling away from the school office.

- **NO ADMINISTRATION FOR THE SCHOOL OFFICE/STAFF.**
- **ESTIMATED REDUCED LEAD TIMES DURING BAGK TO SCHOOL PERIODS.**
- **DPD EMAIL AND TEXT NOTIFICATIONS FOR CUSTOMERS TO TRACK THEIR ORDER EASILY, WITH 1 HOUR DELIVERY SLOT.**
- **SCHOOL CLOSING FOR THE SUMMER DOES NOT AFFECT PARENTS RECEIVING THEIR ORDERS.**

Parents that need free delivery can still place their order through our school office order forms. With more and more parents now ordering online, we found the online 'Delivery To School' method was becoming not only a hassle for the parent but also the school staff, as there was no easy way to track exactly where each individual order was. During school holidays, especially summer, it was also difficult for our office staff to give specific dates to our customers as we weren't aware of when the schools would be open to accept our deliveries until a few days beforehand. The changes to our online shipping delivery methods do not affect our other packages i.e. order forms and our in store services.

If you have any questions, please get in touch with your regional sales rep, or contact our Head Office -

[info@border-embroideries.co.uk](mailto:info@border-embroideries.co.uk) | 01361 810304

 dpd