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22/06/2020

COVID 19 Crisis

Dear All,

Following the announcement on Friday that non-essential retail in Wales can reopen we thought we should update you on our situation. Whilst the headline is straightforward, the detail makes it slightly more complicated. The current interpretation is still as follows;

- changing rooms are expected to remain closed
- customers will be encouraged to avoid touching merchandise
- customers should only shop individually
- where merchandise has been touched it should be quarantined for 48/72 hours

As a result we're going to adopt a cautious approach, as follows; this week we are going to open the Newtown facility **at set times only** for collection of items ordered on-line.

Once we are confident in how that operates we will adopt the same process in Welshpool shop.

WE WILL CONTACT CUSTOMERS BY EMAIL TO TELL THEM WHEN WE ARE OPEN FOR COLLECTION OF ORDERS

WE REQUEST THAT CUSTOMERS DON'T CALL ON THE OFF CHANCE THAT THEIR ORDER MAY BE READY

At the moment we will not be taking orders in person at either facility, but this could change over the next few weeks as things become clearer. Orders can be placed on-line at www.constructiv.co.uk

We will of course accept returns/exchanges if items don't fit as long as the items are unworn and still have labels on. We're just trying to work out the safest way to manage this process.

For those schools with blazers and ties; we have ordered these items prior to the shutdown and expect delivery to us in July. As such please don't panic if customers who have ordered blazers aren't contacted immediately.

Obviously things are not as straight forward as in previous years but rest assured, as previously stated, we will do our utmost to ensure pupils are fully kitted out ready for September.

Regards,

N M James