



GROWN OUT BEFORE WORN OUT...

September 2018

Dear Customer

It is of great concern to hear that you as a valued customer have reason to be dissatisfied with the level of service you have received from us. Firstly, I would like to offer you our sincerest apologies for the disruption and distress we have caused you, the pupils, parents and any other members of the school.

Our employees take pride in providing our customers with a great service, however we have had an extremely difficult period at School Trends which has unfortunately impacted on you, our valued customer.

We have worked incredibly hard to rectify the situation internally, but unfortunately failed in our efforts to control a supplier to a required standard. This has impacted on our ability to fulfil your expectations. To compound the issue, we also encountered a technical issue, resulting in around 10,000 orders disappearing off our supplier's system, which in turn impacted hugely on our ability to deliver on time.

In my tenure as the new Managing Director, I have started to instigate major improvements for 2019 and would be more than happy, given the opportunity to visit and explain in more detail what these are.

Thank you for bringing the issues to our attention, we value your relationship with us and this gives us a further opportunity to work on what is important to you.

If you have any further questions or comments, please feel free to contact us or to arrange a visit.

Best regards,

A handwritten signature in blue ink, appearing to read "Paul Essex".

Paul Essex
Managing Director School Trends