

UPDATE FROM DEVON CLOTHING

Following on from recent Government announcements regarding school Term and the continuing challenges due to the Pandemic, we thought it timely to communicate with families on where we stand from an operational point of view at Devon Clothing.

Fortunately most of our stock has arrived from Offshore or will be arriving soon.

The greater challenge being presented currently, and being felt by most if not all workforces throughout Australia, is the impact of Covid 19 on our work force and the limited capacity of staff members now available to attend their shifts.

The flow on effect from this reduced staff customer ratio also is slower stock processing and customer order processing times. It should be noted that our local couriers have longer than usual delivery times currently as well for order deliveries.

Following on from this we have also experienced a very high rate of appointment cancellations by customers who have been impacted in some way by Covid 19 and we do have concerns that we may not be able to offer enough appointments for all families prior to the beginning of school because of this.

To assist us, we would be especially grateful if all existing families who already have uniforms could delay attending the shop for uniform purchasing until Week 2 Term 1, allowing all new Families to book appointments to come immediately. It would be helpful if this communication could be circulated to your school community.

We encourage anyone who cannot attend our shops to place an online order and opt to click and collect, for which no appointments are required. Any families needing to cancel their prebooked appointment can do so by emailing retailsales@devonclothing.com.au

We request that all other customers book their appointments today to avoid disappointment.

We would like to reassure you that we are attempting to make adjustments as best we can to keep up with the work load with a reduced workforce and we appreciate your patience and support in the meantime. Unfortunately we have recently been experiencing a higher rate than usual of aggressive customers so a reminder that aggressive behaviours will not be tolerated in our shops and customers may be asked to leave if staff feel threatened in any way.

Please do not hesitate to contact us with any concerns or feedback.

Kind Regards,
Devon Management Team



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DEVON CLOTHING:
Uniform Specialists, Expertise in Complete Uniform Design