

Covid 19 - Customer Notice 1st June 2021

Sportec would like to inform customers that our office and showroom is open and restrictions allowing will remain open throughout July, August and September.

Our opening times are as follows:

Monday – Friday 9am – 5pm

Saturdays 9am – 1pm (during July, August and September only)

We would like to encourage orders where possible to be placed through our website <https://www.sportec.co.uk>.

Ordering online will allow us to gather the information quickly and accurately so that we can complete orders within our time frames.

Website ordering process will automatically select to option to deliver your order.

However, you will be able to click on the option to 'collect' from our store for which of course there will no charge. **(PLEASE TICK 'COLLECTION BOX' AT PAYMENT SCREEN FOR THIS OPTION).**

Please Note: If you select the option to collect your order, please wait until you receive a text message / email or phone call from us confirming your order is ready for collection. If the item/s is in stock, we anticipate it will take approximately 2-3 working days for your order to be ready (also for orders for delivery). If your order is 'out of stock' or 'made to order' please allow up to 2 weeks for the order to be ready.

If you do wish to visit us in-store to order, we have placed some restrictions in and around our place of work in order to protect staff and customers, therefore in terms of purchasing clothing on-site we will be limiting access. We will be allowing a maximum of 10 people into our store at any one time, in terms of ordering this means 1 child + parent/guardian at any one time to allow sufficient social distancing measures. Changing facilities are closed, however there will be sample/s on show to allow a gauge of sizing.

Sportec Embroidery & Printing Ltd,
Unit 5, Abbey Road Ind Est, Neath, West Glamorgan, SA10 7DN
Office: 01639 632250 / Fax: 01639 645222

Website – www.sportec.co.uk / **Email** – sales@sportec.co.uk
Company Registration No. 7200545. Registered Address, 22 Harvard Jones Close, Neath, SA11 2HR
Vat Registration No: 988 2377 58.

Returns or Exchanges

Returns and exchanges can take place at our store. Please keep clothing unmarked and with your receipt please present these with your goods at our office, or return them by post. If returning by post we would advise on a recorded delivery. If your items are personalised with names or initials, we will **not accept** exchanges or returns.

Thank you for your support and co – operation

Steven Martin

Director