

AUTUMN & WINTER STORE OPENING UPDATE

We have reviewed our operating hours over the last few years, with a view to making a change to our stores opening times for the upcoming seasonal break. Our trading experience over the last six months has also led us to focus on how we can provide the best service to our stores customers during general weekly trading.

Our stores and warehouse teams have worked tirelessly over the summer and autumn, in very difficult circumstances, with many unable to take their scheduled holidays. This we need to rectify.

EARLY CHRISTMAS STORE SHUTDOWN

Due to the very limited shopping in our stores, in both the approach to Christmas and over the new year period, all our stores will be closed during the following period:

MONDAY 14th DECEMBER 2020 - SATURDAY 2nd JANUARY 2021.

We will re-open on **MONDAY 4th JANUARY 2021.**

During this seasonal break customers will still be able to shop online, and orders will still be processed by our warehouse team. Deliveries times may be affected by the expected general increased use of both the postal and courier services.

Our 120 day returns policy remains in place for the majority of items we sell, so if your child has a growth spurt over the Christmas break you can exchange items easily later on.

A MORE EFFICIENT WORKING WEEK

Having analysed our staffing numbers during non-peak periods, we know that we generally have limited members of the team on the sales floor within our current 6 day a week opening. The need to schedule each member of staff's day off on low staffing numbers in each shop means there are less of our team around to serve customers every day.

So, from **MONDAY 4th NOVEMBER** we will close all our Scottish stores on Wednesday every week. This will enable all staff to have the same day off, resulting in better all-round service on the remaining 5 days we will trade in each location.

ENSURING STABILITY

We believe that in these continued difficult financial times, these are small changes that will provide increased trading and employment stability and still deliver the high level of customer service that our history and reputation demand.

FURTHER INFORMATION:

E: customerservices@stevensons.co.uk

T: (0) 1727 815700 (9.00am - 5.30pm Mon - Sat. For Bank Holiday opening times, check our website)

W: www.stevensons.co.uk

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