



Laerskool KENRIDGE Primary School

Van Riebeecklaan / Van Riebeeck Avenue, KENRIDGE, 7550 | Tel: 021 976 3046/7 | Fax/Faks: 021 975 1312
www.kenridgeprimary.co.za

Every child Every chance Every day | Elke kind Elke kans Elke dag | Wonke umntwana Lonke ixesha Yonke imihla

15 October 2020

Dear Parents

We are excited to announce that our online school shop has been launched. You can now place your orders online and select a timeslot for collection. Booking a timeslot allows us to adhere to the necessary protocols.

There are three options for payment:

Option 1: EFT online order:

- Once you have completed your online order, you will receive an **order number** via e-mail. This order number must be used as the **reference** for your deposit.
- **Payment will be verified** by our accounts department. This may take up to three working days.
- The order will then be processed, and you will receive **notification to collect** your purchase.
- Upon notification to collect your purchase, please click on the **appointment tab** on the website to select the most convenient timeslot to collect your order.

This option will give you peace of mind, knowing that your stock has been allocated and set aside for your collection after the school holidays.

Option 2: Credit card order:

- Complete your online order, choosing the credit card payment option.
- Please allow 24 hours lead time for a response.
- Go to the appointment tab on the school shop website and book a timeslot to **collect and pay for your order**.
- Please note that stock not collected within 2 working days after your order has been confirmed, will be returned to stock.

Option 3: In-store cash purchases:

- Schedule your appointment.
- Go to the appointment tab on the website and book a timeslot.

During the peak sales period it may become challenging to manage these appointments, due to increased volumes. Please be patient while we work together in resolving any potential delays. For timely resolution you can message our customer service WhatsApp number (065 194 9543), by including your name, order number and query. Communication will be essential during this period. We strive to acknowledge all contact requests during the school term within 24 – 48 hours.

For online shopping:

Go to the Kenridge Primary School website: www.kenridgeprimary.co.za.

Select the Online School Shop icon on the home page.



Appointments are available for working parents on Wednesday evenings from 17:30 and the first Saturday of every month from 08:00 until 09:00. Kindly message us via WhatsApp (065 194 9543) or call our office number (021 976 3046, ext. 3) to book your appointment in advance.

Please remember that booking a timeslot allows us to adhere to social distancing protocols. Missed time slots will need to be rescheduled.

The School Shop will allow you to return or exchange merchandise within 30 days from the date of purchase provided that:

- The original invoice is presented on return, as proof of purchase.
- The item is in its original condition.
- The item is in its original packaging.

Please ensure that all your purchases are correctly itemised on your billing. Returns will only be accepted as per your receipt / invoice.

Follow the same appointment process to return or exchange items.

Kindly note when visiting the school shop:

- Garments may not be tried on by the learners.
- Visits to the school shop are by appointment only – we cannot allow more than one parent and child in the shop at any one time.
- Anyone entering the shop must sanitise their hands, wear a mask, complete the Covid-19 screening questionnaire, and have their temperature taken.

We look forward to any constructive feedback regarding your online shopping experience.

Yours faithfully

A handwritten signature in black ink, appearing to read "Catheryn Duggan".

Catheryn Duggan
School Shop