



18/09/2020

Dear School Community,

Re-opening of retail store for click-and-collect purchases

We are writing to inform you that from **Monday 28th of September**, your local Beleza store will be re-opening for click-and-collect purchases. While we would love to be able to re-open for in-store service, we are still unable to do so under the current Victorian government restrictions for Metro areas. In order to ensure that families can still purchase uniforms that they require, we're introducing a free-of-charge click-and-collect system, the details of which are outlined below.

Our online click-and-collect service will be up and running on **Wednesday 23rd of September**. To arrange a click-and-collect purchase from your local Beleza store, head to our website at <https://store.beleza.com.au>. From here, you can organise the items that you require, and when reaching the checkout, you can select click-and-collect purchase, and choose which store you will be collecting from. Please note that we will only allow purchases to be collected from stores that the school's uniform is stocked in. Once we've received your order, we will arrange stock as necessary, and our retail staff will contact you to arrange a time for collection, within the operating hours provided below.

MONDAY	1PM TO 5PM
TUESDAY	CLOSED
WEDNESDAY	1PM TO 5PM
THURSDAY	1PM TO 5PM
FRIDAY	1PM TO 5PM

We understand that our reduced operating hours may not work with the schedules of all families. To accommodate this, we will be continuing our 50% off shipping costs for purchases delivered throughout Victoria.

Please note that in order to ensure that our business is compliant with the government's COVID-19 regulations, we will not be open to the general public for walk-in transactions, and unfortunately cannot allow try-ons. All visits to our store will need to be organised in advance. As such, if you are hoping to arrange an exchange or refund on items that you've purchased online, please contact us at beleza@beleza.com.au, and we will arrange for you to do so in a way that complies with the restrictions that we currently have to operate under. Please note that any exchange or refund requests will be subject to our existing terms and conditions.

This service will only be available until retail stores are allowed to re-open to full trade. Once we're given the all-clear from the Victorian government, we'll be returning to the same model of in-store service that we've provided in the past, and will no longer offer click-and-collect services.

Please find attached at the end of this letter the sign that will be displayed at our store, which gives a more concise outline of the policies and procedures that we will be working under while offering click-and-collect services. We would appreciate your assistance in

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distributing this letter and sign to families to inform them of the services that we can currently provide.

We would like to thank you for your continued support and patience as we adapt to the ongoing restrictions, and appreciate your understanding while we implement these changes. We look forward to seeing you in-store when we can.

Thank you, and stay safe,

Beleza School Uniforms



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CHANGE TO IN-STORE POLICY:

CLICK AND COLLECT ONLY

Due to Victorian Government restrictions on retail services, **this store is currently only open for CLICK-AND-COLLECT purchases.** All purchases must be arranged through our online store at the following website:

<https://store.beleza.com.au>

To arrange your click-and-collect order, select the items that you're after, choose "click-and-collect" at checkout, and select to collect your items from the **CRANBOURNE** store.

To arrange an exchange or refund, please send your request to our Head Office via our email:

beleza@beleza.com.au

We are unable to open for walk-in transactions or garment try-ons.

We apologise for any inconvenience this change may cause and look forward to seeing you in-store when we can!