

Dear Families,

We are excited to welcome all the new families in your community, and welcome back our continuing families for another year!

As the 2023-24 school year winds down, we here at McCarthy Uniforms would like to give you some assistance with navigating your Back-to-School shopping for the 2024-25 school year, and changes to our service model for the Calgary Board of Education Schools.

As directed to us by the Calgary Board of Education, there will be changes moving forward with **how** and **when** you can purchase your uniforms. **Beginning July 1st, 2024, you will only be able to purchase your new uniform items during certain ordering windows throughout the year.** There will be samples available year-round for your students to try on uniform items outside of the order periods, in preparation for the periods being open.

2024-2025 Uniform Purchasing Periods:

Summer: July 17th, 2024, to October 31st, 2024.

Winter: December 18th, 2024, to January 31st, 2025.

Spring: March 12th, 2025, to April 30th, 2025.

Uniform items will only be available for over the counter purchasing during the Summer Order period. During the Winter and Spring order periods, your items will be embroidered in our Ontario Warehouse and shipped to you or sent to the store for Pick Up every two weeks.

How to purchase your uniforms:

- **Online:** Our website will only be open during the order periods and items can be shipped to your home or you can pick up in store. Please keep in mind that orders under \$149.99 (before tax) are subject to a \$14.99 shipping fee. All orders over \$149.99 have free shipping. In-Store Pick up is free of charge – ***please wait until you have received notification from the store before you go to collect your items.***
- **In Store:** Our Calgary location is open all year round for uniform fittings, and over the counter purchasing will only be available during the Summer order period. We encourage families to visit early in the summer to avoid long line ups.
Our Store is located at 5911 3rd Street SE, Calgary and opening hours are Tuesday to Friday, 10:00am to 6:00pm and Saturday 10:00am to 4:00pm. We recommend you visit our locations page at www.mccarthyuniforms.ca/locations for up-to-date opening hours and to join the Virtual Queue.
Please note that the store no longer has a direct phone line. You can contact our Customer Service team at 1-800-668-8261 or via email at customerservice@mccarthyuniforms.ca
- **Call Centre:** Our Customer Service team can place your orders over the phone during the order periods. The hours do vary during the summer, so please visit www.mccarthyuniforms.ca/locations for the most up to date information. You can contact them by phone 1-800-668-8261 or via email at customerservice@mccarthyuniforms.ca

Additional Service Updates for 2024:

- **Our Bundle Promotion will be available from May 1st, 2024, until the beginning of September, with purchases being made from May 1st – August 15th having an extended Return/Exchange period to September 15th. Please note: Bundle promotions may not apply to all schools.**
- We will once again have a designated Call Centre Agent who will be available to take Western Canada calls during the summer. Please keep an eye on the locations page of our website for the Call Centre opening times as they are subject to change. www.mccarthyuniforms.ca/locations
- **COMING SOON:** Last year, we trialed a Virtual Queuing System called WaitWell to assist our customers with joining our line ups and giving more transparency regarding wait times and where you place was in line. This year, we are excited to let you know that we will be implementing our own system, continuing your ability to join our lines from the website or via QR code at our store, real time monitoring of your place in line, and now with the added capability to update your profile prior to entering the store! More information will be available soon.

We would also like to remind families that August is our busiest time of year, and long line ups and wait times are always expected. This is our Black Friday and Boxing Day all rolled into one, so we do recommend that you shop early for your uniform pieces for your peace of mind and to avoid long wait times.

Our fitting specialists are trained to assist you with making sure your uniform items are sized correctly to ensure that your child has plenty room to grow into them and to get you through the school year.

We here at McCarthy Uniforms are grateful for your kindness and your patience with us during our busy summers and we are excited to assist you and your child with getting everything you need for school.

We look forward to seeing you in our store soon!

Cordelia McCullagh
Area Retail Manager & Account
Executive for Western Canada
McCarthy Uniforms

Rylee Thiessen
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