



## IMPORTANT BACK-TO-SCHOOL UPDATE

JULY 15, 2020

At present, we are grateful that our stores have been able to reopen safely with limited capacity, and that we are able to offer curbside pickup at the majority of locations. Additionally, we're excited to share that we have made operational adjustments that will allow us to ship online orders not only from our Philadelphia distribution center but also directly from our local retail locations.

That said, due to capacity restrictions in both our stores and warehouses, we are operating with limited staff. Additionally, as many of you know, one of the core functions of our business is the customization of products to meet our partner schools' uniform specifications. Although we are lucky that the pandemic did not greatly impact inventory availability for FlynnO'Hara, we did lose months of production time typically spent customizing products to stock our shelves for the back-to-school season.

As a result of these two factors, we are experiencing significant shipping delays on some of our orders. Currently, online orders are shipping an average 3-4 weeks from the date of purchase, though some may take up to 4-6 weeks to process and ship. We do not anticipate that this timeline will impact all orders, but wanted you to be aware of the potential delay for some customers. Finally, although the number of backorders we anticipate is extremely low – it's possible that some out-of-stock products may take up to 8-10 weeks to process and ship due to delays within our supply chain.

Given these delays, it's more important than ever that families shop early this summer to ensure they have their uniforms in time for the start of school. As a reminder, we are running a 15% off + free shipping sale for families from our partner schools through tomorrow.

# 15% Off & Free Shipping\*

JULY 13 - JULY 17, 2020

PROMOCODE: SUMMER15

\*Valid on online orders over \$100. Please note this promotion cannot be applied to previous orders.



## Shop Safely & Save

School will be here before we know it! Order early & remotely this summer to take advantage of discounts from FlynnO'Hara.

SHOP YOUR SCHOOL



### Need help with sizing?

We have video tutorials and several resources to make online shopping safe and simple!

VIEW RESOURCES



### Prefer to pick-up in-store?

Our stores are open! In-store pick up is available at all retail locations and we're now offering curbside pick-up at select locations. Visit our website to learn more about our new shopping options and safety updates!

STORE PICK-UP

#### DELIVERY DELAYS

Please note that delivery times may be delayed up to four to six weeks as we ramp back up to full operational capacity. Thank you for your patience and understanding as we work to make this back-to-school season a safe and successful one.

#### CONTACT US

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