

*Dear parent/carer,*

*We apologise for the delays that some of you have experienced when ordering on Trutex Direct, this has been due to the high volume of orders that have been received.*

*We are working days and into the evenings, as well as the weekend to catch up on orders not yet despatched, and these should be delivered in the next week at the latest.*

*To compensate for your delays, we will be issuing a £5 voucher that you can use towards your next purchase on Trutex Direct, and these will be issued in October.*

*Thank you for your patience.*