

A message from Rough Cut Casuals for June 2020

1. Parents are encouraged to buy online via www.roughcutcasuals.co.uk.
2. We are offering 'Click & Collect' on all orders. When a customer places their order on the box for delivery address they can either enter their home address or the Shop address - Rough Cut Casuals , 16 Chapel Market, London N1 9EZ – which will enable them to collect their order when ready. An email will be sent to notify them that their order is ready for collection.
3. Only one parent/guardian with the child will be allowed (total of 2 people)
4. We recommend the parent/guardian wears a mask at all times
5. Staff at the shop will be required to wear a visor and gloves and recommended to wear a mask also.
6. The child will not be allowed to try any clothes or touch them, instead our experienced colleagues will show them the appropriate size and if any items need to be returned, they must wait for at least 72 hours before they can collect the replacement from the shop
7. Parents must allow up to 7-10 working days for any queries to be resolved regarding items posted back to the warehouse for internet orders.
8. Any item/s returned at the shop, will only be exchanged after a minimum of 72 hours
9. We would recommend payments are done by credit card instead of cash .
10. Finally our opening times till at least **end of June** will be: MONDAY, TUESDAY, WEDNESDAY, FRIDAY & SATURDAY 11AM – 7PM, **Thursday & Sunday 11am -3pm. .**