



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 2022-23 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 2023-24 school year.

This year, you will see some changes within our Vancouver store. We have some new faces in our store, with a new sales team in place ready and excited to assist you and your family with all their uniform needs this back-to-school season. As well, you will begin to see our McCarthy Uniforms logo appear on our signage and receipts as we move forward into the year.

**Other changes and revisions to our service to best assist you this year include:**

- Beginning April 3<sup>rd</sup>, 2023, the Neat Uniforms website and it's E-Stores have been transitioned to [www.mccarthyuniforms.ca](http://www.mccarthyuniforms.ca).  
All of our Neat Uniforms customers will be able to still access their accounts and E-Stores via the McCarthy Uniforms website, no need to sign up again.  
You will also now be able to see the quantity on hand of product that is held in our Vancouver store.
- **Our Bundle Deals will be available from May 1<sup>st</sup> 2023 until September 6<sup>th</sup> 2023, with purchases being made from May 1<sup>st</sup> – August 15<sup>th</sup> having an extended Return/Exchange period to September 15<sup>th</sup>.**
- We are adding 3 additional change rooms to our store to be able to assist more families with fittings during the summer.
- We are also excited to let you know that we also have a designated Call Centre Agent who will be available to take Western Canada calls. 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](http://www.mccarthyuniforms.ca/locations)
- **COMING SOON:** Instead of appointment bookings, we are excited to announce that we are implementing a virtual queuing system, WaitWell, to all our stores across Canada. WaitWell allows you to join the queue to visit our store via your mobile devices or home computer. You can either join at the store using the QR code or texting your name to the number on the door, or you can join the queue via our website. You will be able to select ahead of time the service you need, see your spot in the line as well as monitor your live estimated wait time. No more waiting outside the store in long line ups!



## **How to purchase your uniforms:**

### **Online:**

As always, our website is open 24/7 all year round for you to place an online order to be shipped to your home or pick up in store. Please keep in mind that orders under \$149.00 (before tax) are subject to a \$14.99 shipping fee. All orders over \$149 have free shipping. In-Store Pick up is free of charge – but please wait until you have received notification from the store before you head in.

### **In Store:**

Our Burnaby location is open all year round and we encourage families to visit early in the summer to avoid long line ups.

Our Store is located at 1050 Boundary Road, Burnaby and opening hours are Tuesday to Saturday, 10:00am to 5:30pm.

We recommend you visit our locations page at [www.mccarthyuniforms.ca/locations](http://www.mccarthyuniforms.ca/locations) for up to date opening hours and to join the WaitWell 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](mailto:customerservice@mccarthyuniforms.ca)***

### **Call Centre:**

Our Customer Service team is able to place your orders over the phone. The hours do vary during the summer, so please visit [www.mccarthyuniforms.ca/locations](http://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](mailto:customerservice@mccarthyuniforms.ca)

***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 do shop early for your uniform pieces for your peace of mind.***

***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.