

Dear School Community,

**Notice of Stock Shortages Due to School Saving Bonus / Online Order Delays**

We hope you all had a lovely holiday over the summer break.

We're reaching out with an inventory update, as we're aware that some families were unable to purchase items that they wanted when visiting our retail stores over the holiday break. Unfortunately due to limitations on how much inventory each store can hold, we did have periods where we temporarily ran out of specific items and sizes. We did try to limit this as much as possible with frequent deliveries to each store throughout the School holiday period, but unfortunately that didn't prevent this from occurring.

We've also found that some of our Beleza basics range of non-logo'd have sold quicker due to more families purchasing them alongside their logo'd items, as well as schools that we don't supply for nominating us as a supplier under the School Saving Bonus program. Unfortunately we only became aware of this when transactions occur because we don't have visibility on student/school information until then. As a result, some of these gaps have impacted both our government and non-government schools as well.

For customers who were unable to purchase what they needed in-store on the day, we strongly recommend speaking with our in-store team to leave your details so that they can set aside these items for you and contact you once they're available. If you did not place an order at the time of your visit, we encourage you to reach out to your local Beleza store team to arrange one.

We will have frequent deliveries to our stores in the coming weeks, and will also be receiving shipments from overseas production for items that we no longer have available in our warehouse. We're working hard to fulfil all customer orders, as well as identifying and filling any low- or no-stock items across our stores.

We are also still actively working to dispatch as many online orders as possible, however we are still working through the significant influx of orders that came through immediately when the School Saving Bonus rolled out to families. At this stage, we are approximately 3-4 weeks behind in processing online orders.

As a reminder, Uniform purchases with Beleza using the School Saving Bonus are still active until end of June.

We would like to apologise for any inconvenience caused by these shortages and processing delays, and thank you for your patience and understanding as we navigate the increased demand from the School Saving Bonus.

Thank you, and all the best for the coming school year.

Kind regards,

The Beleza School Uniforms Team