



Canford Heath Infant & Junior School

Learoyd Road

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BH17 8PJ



Christmas Cards and Gifts 2025 - IMPORTANT REFUND UPDATE!

Dear Parents and Carers,

We wanted to provide a quick update following our previous message regarding the Christmas card and gift orders.

Unfortunately, there has been a delay in receiving the returned artwork from our original supplier. As a result, we are unable to begin processing refunds or returning artwork for collection from Monday 10th November as originally planned.

Refunds and artwork collections will now be available from **Friday 14th November** at the school offices.

We sincerely apologise for this delay and any inconvenience it may cause. Please rest assured that PATCH is continuing to work closely with the new supplier to ensure that all remaining Christmas card, mug and coaster orders are completed and delivered on schedule.

REMINDER:

- **Full refunds:** Parents who ordered items no longer available can collect their child's artwork and a full refund from the school office from **Friday 14th November**.
- **Partial refunds:** Parents who ordered a mix of available and unavailable items can collect a partial refund from the same date.
- **No action needed:** Parents who ordered only Christmas cards, mugs or coasters will receive their gifts as planned.

Thank you very much for your continued patience, understanding and support while we manage this unexpected situation.

Kind Regards,

The PATCH and Friends Team