



Canford Heath Infant & Junior School

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## Christmas Cards and Gifts 2025 - IMPORTANT REFUND UPDATE!

Dear Parents and Carers,

We're very sorry to let you know that, unfortunately, we're now unable to go ahead with the Christmas card and gift orders this year.

As you know, our original supplier went into liquidation, and we've been waiting for the return of the children's artwork. Sadly, these have not been received in time for us to proceed with our new supplier, and we've now missed the production deadlines needed to have the products ready for in time for Christmas.

Given this, we feel it's only fair to issue full refunds rather than continue with the project.

Refund collections will be available from **Monday 17th November** at the school offices.

Unfortunately, the package containing the children's artwork is still making its way through the Royal Mail return system. We are doing everything we can to retrieve it as quickly as possible. Once the artwork has been returned to us, families will have the option to collect it, and we'll let you know as soon as it becomes available.

We know this news will be disappointing, and we want to thank you for your patience and understanding while we've done our best to resolve the situation.

Kind regards,

**The PATCH and Friends Team**