

28th September 2023

Dear Parent/Carer

Re: Replacement of Broken Ties by Trutex

We hope this letter finds you well. We would like to inform you about a recent development concerning the replacement of broken ties purchased through Trutex.

Trutex has notified us that they are committed to providing replacements for any broken ties. If your child's tie has become damaged or broken, we encourage you to take advantage of this offer. We have been informed by Trutex of the following:

If parents have purchased ties online with Trutex Direct, they will need to log onto their Trutex Direct account to log a fault or email td@trutex.com to log their fault – they will need their account number details for the email.

If parents have purchased ties from a local retailer they will need to go back there and speak to the retailer, who should have procedures in place and be able to advise the parent what they can do for them.

As an academy, we want to clarify that we will not be able to support the direct return of broken ties. Therefore, it is essential to return any faulty ties to Trutex to ensure a smooth and prompt replacement process.

We appreciate your understanding and cooperation in this matter. If you have any questions or concerns regarding this process, please do not hesitate to contact the Trutex store directly.

Thank you for your continued support and commitment to our school community.

Yours sincerely,



Mr David O'Brien
Vice Principal