



PLYMPTON CRICKET CLUB

(Affiliated to Devon C.C.C. and Devon C.A)



Chairman
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Dear Club Member

Online Shop & Clothing Orders

I am writing to clarify the situation regarding the above, to give you the full facts to enable you to make an informed decision as to how you wish to proceed, if you have placed an order and are waiting delivery.

Background.

As chairman of the club I embarked on a strategy to bring the club closer together by aligning fees, subscriptions and clothing. To achieve this it was important to obtain sponsorship to prevent unnecessary costs being passed onto players and parents.

With the help of John Agnew we approached almost 100 potential sponsors without success. At that stage it looked like we would have to proceed with an online shop and with the full cost of shirts being met by players and their parents. A totally unsatisfactory situation! At the last minute two internal sponsors came forward to help club, and my thanks go to Paul & Toni Hamilton and John Agnew.

Because of the lateness of the offer it meant that the shirts would not be available for the start of the season, but as it was a two-year deal we felt that this was a worthwhile compromise. The club through the kind sponsorship was able to subsidise colt's shirts by £15 and senior shirts by £10. The reason for the difference is that colts had been asked to purchase a shirt the previous season and we felt that this was fair to them.

Whilst this was going on I undertook to find a suitable kit provider and after much research and meetings it was agreed that the club would use AGame, a well known provider who have a great deal of experience with many local sports clubs. The fact Adam is based in Plympton was also a key factor in the decision process. They were able to provide the quality clothing and utilise an online shop facility, which was an important prerequisite when I first undertook this task.

Process.

It was agreed that we would open an initial window to allow for as many orders to be made as possible and obtain free delivery to the club. This would also ensure that we met the minimum initial order amount to start the process. Once this window closed we were fully aware that there would be a six-week delivery period.

Unfortunately once the window closed, despite numerous reminders in many different formats, we were disappointed by the take up. I made the decision to extend the window to allow for more orders. I personally felt that this was the right decision for our members and importantly our sponsors, as I wanted to ensure they were given as much exposure as possible.

This decision was justified as we received a further twenty orders in the following three weeks, ten from colts and ten from senior players. The consequence of this was that the delivery date was pushed back by a further three weeks, which I felt was justifiable at the time.

Unfortunately what has added further to the delay is the issue with the factory, which Adam has detailed in his posts on our Facebook page (see message below).

Current Situation.

We now have an expected delivery date of a maximum of 6 weeks from the email you received this week, which Adam and his team will do everything in their power to meet or try and get brought forward.

I appreciate that this is not what people want to hear, particularly those who placed their orders in the initial window.

However, in fairness to our members and our sponsors the club has made the decision to extend the sponsorship deal until the end of the 2020 season. Therefore there will not be a requirement to replace shirts until 2021 at the earliest. I appreciate due to growing children you may want to buy larger shirts. But this would be the case irrespective if we have new sponsors or not.

Conclusion.

This is not an ideal situation, and one I take full responsibility for, all decisions I have made have always and will always be in the best interest of Plympton Cricket Club.

This is the first time the club has undertaken such a massive venture in my 32 years with the club, and whilst there have been mistakes I still firmly believe that we are doing the right thing by having one kit for all, available through an online shop with AGame as the providers.

Options.

There are a number of options for you to consider.

If you accept my above explanation and are prepared to wait for your clothing then you need do nothing.

If you want to cancel your order then please contact Adam directly before 5pm on Monday 15th May. (Contact detail below) **Any subsidy claimed from the club would need to be repaid.**

If you want to change the size of your order also contact Adam by Monday.

After Monday no further changes to the order will be permitted.

Regards

Keith Alexander
Chairman, Plympton Cricket Club

Adam Nicholas 0779 134345 adam@agamesports.co.uk

I spoke with Keith Alexander this afternoon about the issues arising from the delay in the kit. Keith has asked me to post this update and will confirm all this later tonight or tomorrow morning when he returns from his work trip.

The original window closed on April 4th, it was requested by the club to be extended until the 23rd April. AGAME processed this order the following week. The factory then delayed in a response and this has had a knock on affect to the production of the bespoke kit for Plympton CC.

We have spoken to the factory and we have requested the kit to be placed on high priority and therefore aiming for delivery in the first couple weeks of June. The turnaround time was always 6 weeks. I believe that not many parents knew about the original extension.

The kit deal has been extended for three seasons and therefore the shirt will not change for three seasons, which is great news for the players.

If anyone wishes to change the size of their shirt due to the delay can I please ask two things:

- 1: you email me by Monday midday.
- 2: after this date you cannot cancel or amend the orders.

I am aware that a number of colt's parents feel frustrated and as a parent of a colt player I fully understand this. We are doing are utmost to get the kit back to you as quickly as possible, and we didn't want to change the factory we normally use as we know the quality would be not as good as you will be receiving.

Any questions or concerns please DO contact me on either 07779 134345 or adam@agamesports.co.uk

Once again sorry for the delay and I hope once you receive the kit you will be delighted.

Adam Nicholas