

COVID 19

UPDATED : 05.04.20 – WE ARE STILL OPEN

WE WILL NOW BE DESPATCHING ORDERS ON 2 DAYS PER WEEK – MONDAYS AND THURSDAYS ONLY – THIS IS IN RESPONSE TO GOVERNMENT ADVICE TO MINIMISE INTERACTION

Over the Easter weekend our normal Monday despatch will now be on Tuesday due to the bank holiday

WE BELIEVE THIS IS A RESPONSIBLE APPROACH TO RETAIN SERVICE AND MINIMISE OUR CONTACT IN THE SUPPLY CHAIN

Most orders sent within the UK are by Royal Mail and our service to you will be influenced by the service they are providing and Government advice on movement in public places

The Royal Mail service is being affected by staff shortages and is resulting in some delays

We operate a relatively remote business and hope this will enable us to continue to offer a good level of service

We will do our best to advise of any changes such as Royal mail removing the guaranteed by 1pm service on 19/03/20 – this has also been removed from our shipping options

We will continue to send some orders with a signed-for service, if you are not at home on the first delivery attempt arrangements can be made online for re-delivery there is no requirement to collect your order from a sorting office – details are on the red card left by your postal operative. Currently they will not request a signature but complete the name of the receiver on their electronic terminal at a safe distance

We are sure you are up to date with all current advice, what we can guarantee is that we will do our very best to provide the best service we are able to do to minimise any disruption

Many thanks for your understanding and continued support

Further information may be available at: <https://www.royalmail.com/>

Jon - Prokraft