

COVID-19 POLICY

This policy should be read in conjunction with our Shipping Policy.

The world is currently in the midst of the worst global pandemic of our generation. The pandemic has brought us all together; yet kept us apart.

If the pandemic has taught us anything, it is that we all need to be more **patient** and **understanding** with one another.

Our order volumes have increased drastically. It is not uncommon for us to receive 2 weeks worth of 2019 order volumes in a day now. As there is only one person working on this at any given time the obvious has happened and lead times are stretched. At present it's a 4-10 day average from point of order to processing. There are always exceptions to this.

At present, we are working as normally as we can. However, we are only **shipping twice a week**. Once we have processed your order, it will be marked as complete and an email sent to you **confirming despatch**. This means that your order will be in the **next shipment**, which could be up to **2/3 working days** after you receive the email.

Once your order is in the postal system, we have **no control** over it. We know that Royal Mail are **working hard** to get things delivered within their set timeframes, but this is not always achievable in the current situation. This is where your **patience** comes in once again.

International orders are being despatched as above. However, depending which **country you live in**, depends when you will get your delivery. It is advisable to check your domestic **customs service** and **local postal service for updates** on how their deliveries are affected. We know some countries are **business as usual**, whilst others are **weeks behind**.

In summary:

1. Your order will be processed as usual.
2. Orders are being sent in shipments twice a week.
3. Once 'despatched' your order will be in the postal service within 2/3 working days.
4. International orders are processed as per points 1-3, however we have no idea when it will actually get to you.
5. Rest assured, that if you receive an email saying your item has been sent, then it most definitely is on its way to you.