



COVID-19 Information

Impact on Delivery Times

Whilst we are not aware of any significant delays, additional safety measures being introduced at our depots may cause delays in the delivery of a few products at this time.

In the vast majority of circumstances, we are updating the estimated delivery time on products pages and this will be displayed below the 'Add to Basket' button. But please note that this may not always be up to date due to the current pace of change and that all delivery times shown are estimates.

Impact on Refunds Process

Whilst we aim to process all refunds within 30 days of goods being returned, there may be delays due to safety measures being introduced at our offices.

If you have requested a refund, we can assure you that a member of our team will look to process it in accordance with our policy and be in touch. We simply ask that you await a response and regularly check your email inbox (including your spam).

Impact on Stock Levels

Whilst we are not aware of any major stock issues, additional safety measures being introduced at manufacturing facilities may cause the availability of a few products to change at short notice.

In the vast majority of cases, we are updating the availability of products on our website. But please note that this may not always be up to date due to the current pace of change.

Impact on Customer Service

Whilst we remain committed to providing an unrivalled level of service to all our customers, it may take longer for us to respond to enquiries due to safety measures being introduced at our offices.

If you have contacted our team via our website or email, we can assure you that a member of our team will be in touch. We simply ask that you await a response and regularly check your email inbox (including your spam).

We thank you for your patience and understanding at this time.