



## UPDATES ON YOUR ORDERS

Staying informed about your shipment's progress is important, and we're committed to keeping you updated at every key stage of the process. Here's what you can expect after placing your order:

### Order Confirmation

You'll receive a **confirmation email** from the person who will be **handling your order**, detailing all the relevant information and the next steps in the process.

### Collection Timing

The **cut-off times/days** for collections will be provided at the time of quoting. Please note that orders are meant to be collected during **normal working hours (9 AM-5 PM)** on any day of the week before the cut-off date. Similarly, delivery will take place on any day of the week within the agreed timeframe of the ETA. There will be no updates to Customers on *exact* collection or delivery dates and times, nor can we commit to **fixed days or times** unless specified at the time of requesting a price.

**Unless you hear from us, please assume that all collections and deliveries are proceeding as scheduled and are under control.**

### Number Plates for Smaller Domestic Collections

Please note that we **do not provide number plates** for smaller domestic collections. However, we can ask our driver to quote any specific reference you provide, or we can generate one that can be used during collection, which you can then communicate to the sender.

### Collection Updates

If there are any significant changes to the scheduled **collection timeframe**, we will notify you promptly and work with you to **resolve the situation** as quickly as possible to ensure a smooth collection process.

## Shipping Confirmation

We will notify you **when the order has been dispatched** and is on its way to the destination. This ensures that you're aware of the status from the moment we have your goods.

## In-Transit Updates

If there are any significant changes to the expected **delivery timeline**, we will notify you promptly and work with you to **resolve the situation** as quickly as possible to minimize any disruptions.

We aim to keep communication **clear** and focused on the most important updates, ensuring that you're always aware of your shipment's status without overwhelming you with unnecessary details.