

## POSTAGE & DELIVERY CHARGES

As we said at the outset: *"Beautiful things come in beautiful packages."* We promised *"a return to an era when customer service, presentation and reliability are crucial part of the package."*

However, the rising cost of postage is not only causing a headache at HQ, but is also adding to customers' costs, particularly internationally.

**Following the 63% increase in UK postal charges in April this year, we've been actively seeking alternatives for our customers.** For UK customers there is little price advantage for tracked, insured parcels up to 2kg from private courier firms, so we'll continue to use Royal mail as the preferred option for customers in the UK. We will, however, add an option for Royal mail 1<sup>st</sup> Class Recorded Delivery in the UK, but this will not include insurance and only offers a price advantage for items weighing less than 1kg.

**We've also looked into alternatives to Royal mail International services for our customers abroad.** The bad news is that the market leading courier service Parcels2Go, which offers global delivery via a variety of couriers, such as FedEx, UPS and DHL, with door-to-door service, insurance and tracking, charges more than Royal Mail for a typical 1 to 2kg parcel to Europe, USA or Australia. So, for the time being, we will continue to calculate delivery charges based on the Royal Mail option, but will **always** double check for value-for-money on each parcel before sending. Rest assured that we will **always** make a refund of any over-charge on the postage element of the delivery charge. **We do not seek to profit in any way from our delivery charges, and packing materials are included at cost.**