

Thank you for choosing or considering the click and collect service.

Please be advised we are a busy working home environment based in the Bassaleg area of Newport, South Wales so the click and collect service is only available Mon-Wed 2-7pm.

Once you have placed your order you will receive an order confirmation email as standard from our ecommerce platform, within 1 working day you will receive a follow up email informing you we are aware you have chosen the click and collect service and we will be in touch with a collection slot for you. You are welcome to return an email with advice on your availability for instance after 5.00pm due to work, before 3.30pm due to a school run.

Once we have completed your order we will email you a collection day and time.

Our collection slots are one hour slots, if the first slot is inconvenient we will offer one other alternative. If both collection slots are refused we will advise you to purchase the postage and packaging option from our web site, this comes at an additional charge of £1.00 due to additional transaction fees.