

Kaleidoscope Christmas arrangements

Please find herein information relating to order processing over the pre-Christmas period for 2017. Detailed are our turnaround times, recommended despatch dates and some useful tips for avoiding misunderstandings. Please take time to read through the information and if you would like to clarify anything just give us a call. Also provided is a table of dates that may be of further assistance.

- **TURNAROUND**

All our workshop team will increase their hours with effect from October and our turnaround times may also have to extend with effect from **Monday 30th October 2017**. Consequently, for orders received on, or after, this date you should expect goods to be despatched **7 working days from receipt** for frames and **10 working days from receipt** for full assembly. Please see table of dates.

- **DESPATCH**

Courier traffic rises dramatically and the service becomes less reliable at this time of year. Our service providers, in line with most others, no longer GUARANTEE next day delivery even though we send everything on a next day service. Indeed, some clients choose to collect important Christmas orders rather than risk courier delays. If we hold an e-mail address, you will receive an alert when your package leaves. Please allow at least 2 days for receipt. Advise us immediately if your delivery has not arrived when expected and be vigilant for damaged parcels.

RECOMMENDED FINAL DESPATCH BEFORE CHRISTMAS : 19th DECEMBER

- **ORDERING**

All orders should be placed via our website, you then have an easy record of what's on order and reduce communication errors. Prints for full assembly should ideally include a separate summary order list so we don't need to handle prints to find information. Where possible, send print orders with the images and NOT in advance. **IN ALL CASES PRINTS MUST BE RECEIVED NO LATER THAN 4 WORKING DAYS PRIOR TO SCHEDULED DESPATCH OTHERWISE THE ORDER WILL BE DELAYED.** Please ensure your order detail is accurate and provided in kaleidoscope terminology.

E-mail for orders: sales@kaleidoscope-framing.co.uk

Online orders at: www.kaleidoscope-framing.co.uk

- **WORKSHOP CLOSURE**

The workshop will be closed from 12.30pm on Friday 22nd December.

Collections can be made up until 12.30pm on Friday 22nd December.

The workshop will re-open on Tuesday 2nd January 2018.

DATES AT A GLANCE FOR 2017

The dates below are provided to assist with planning. During this period, whilst we endeavour to achieve our normal turnaround times, it is probable that the extended turnaround times will be employed at some point. This table shows the resultant dates. As always, you will be advised immediately if we foresee/encounter any problems in achieving the dates shown in the table.

DATE ORDER RECEIVED AT KALEIDOSCOPE	NON ASSEMBLY ORDERS	FULL ASSEMBLY ORDERS
	Ready for despatch/collection	Ready for despatch/collection
Mon 30 Oct 2017	Wed 8 Nov 2017	Mon 13 Nov 2017
Tue 31 Oct 2017	Thu 9 Nov 2017	Tue 14 Nov 2017
Wed 1 Nov 2017	Fri 10 Nov 2017	Wed 15 Nov 2017
Thu 2 Nov 2017	Mon 13 Nov 2017	Thu 16 Nov 2017
Fri 3 Nov 2017	Tue 14 Nov 2017	Fri 17 Nov 2017
Mon 6 Nov 2017	Wed 15 Nov 2017	Mon 20 Nov 2017
Tue 7 Nov 2017	Thu 16 Nov 2017	Tue 21 Nov 2017
Wed 8 Nov 2017	Fri 17 Nov 2017	Wed 22 Nov 2017
Thu 9 Nov 2017	Mon 20 Nov 2017	Thu 23 Nov 2017
Fri 10 Nov 2017	Tue 21 Nov 2017	Fri 24 Nov 2017
Mon 13 Nov 2017	Wed 22 Nov 2017	Mon 27 Nov 2017
Tue 14 Nov 2017	Thu 23 Nov 2017	Tue 28 Nov 2017
Wed 15 Nov 2017	Fri 24 Nov 2017	Wed 29 Nov 2017
Thu 16 Nov 2017	Mon 27 Nov 2017	Thu 30 Nov 2017
Fri 17 Nov 2017	Tue 28 Nov 2017	Fri 1 Dec 2017
Mon 20 Nov 2017	Wed 29 Nov 2017	Mon 4 Dec 2017
Tue 21 Nov 2017	Thu 30 Nov 2017	Tue 5 Dec 2017
Wed 22 Nov 2017	Fri 1 Dec 2017	Wed 6 Dec 2017
Thu 23 Nov 2017	Mon 4 Dec 2017	Thu 7 Dec 2017
Fri 24 Nov 2017	Tue 5 Dec 2017	Fri 8 Dec 2017
Mon 27 Nov 2017	Wed 6 Dec 2017	Mon 11 Dec 2017
Tue 28 Nov 2017	Thu 7 Dec 2017	Tue 12 Dec 2017
Wed 29 Nov 2017	Fri 8 Dec 2017	Wed 13 Dec 2017
Thu 30 Nov 2017	Mon 11 Dec 2017	Thu 14 Dec 2017
Fri 1 Dec 2017	Tue 12 Dec 2017	Fri 15 Dec 2017
Mon 4 Dec 2017	Wed 13 Dec 2017	Mon 18 Dec 2017
Tue 5 Dec 2017	Thu 14 Dec 2017	Tue 19 Dec 2017
Wed 6 Dec 2017	Fri 15 Dec 2017	Wed 20 Dec 2017
Thu 7 Dec 2017	Mon 18 Dec 2017	Thu 21 Dec 2017
Fri 8 Dec 2017	Tue 19 Dec 2017	Fri 22 Dec 2017 (12.30pm)
Mon 11 Dec 2017	Wed 20 Dec 2017	Tue 2 Jan 2018
Tue 12 Dec 2017	Thu 21 Dec 2017	Wed 3 Jan 2018
Wed 13 Dec 2017	Fri 22 Dec 2017 (12.30pm)	Thu 4 Jan 2018
Thu 14 Dec 2017	Tue 2 Jan 2018	Fri 5 Jan 2018
Fri 15 Dec 2017	Wed 3 Jan 2018	Fri 5 Jan 2018

Important - Although everything is despatched on a next day service, next day delivery **CANNOT** be guaranteed

RECOMMENDED FINAL DESPATCH DATE BEFORE CHRISTMAS - 19th DECEMBER