

Kaleidoscope Christmas arrangements

Please find herein information relating to order processing over the pre-Christmas period for 2018. 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 29th October 2018**. 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 : 18th 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 5 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 21st December.

Collections can be made up until 12.30pm on Friday 21st December.

The workshop will re-open on Wednesday 2nd January 2019.

DATES AT A GLANCE FOR 2018

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 29 Oct 2018	Wed 7 Nov 2018	Mon 12 Nov 2018
Tue 30 Oct 2018	Thu 8 Nov 2018	Tue 13 Nov 2018
Wed 31 Oct 2018	Fri 9 Nov 2018	Wed 14 Nov 2018
Thu 1 Nov 2018	Mon 12 Nov 2018	Thu 15 Nov 2018
Fri 2 Nov 2018	Tue 13 Nov 2018	Fri 16 Nov 2018
Mon 5 Nov 2018	Wed 14 Nov 2018	Mon 19 Nov 2018
Tue 6 Nov 2018	Thu 15 Nov 2018	Tue 20 Nov 2018
Wed 7 Nov 2018	Fri 16 Nov 2018	Wed 21 Nov 2018
Thu 8 Nov 2018	Mon 19 Nov 2018	Thu 22 Nov 2018
Fri 9 Nov 2018	Tue 20 Nov 2018	Fri 23 Nov 2018
Mon 12 Nov 2018	Wed 21 Nov 2018	Mon 26 Nov 2018
Tue 13 Nov 2018	Thu 22 Nov 2018	Tue 27 Nov 2018
Wed 14 Nov 2018	Fri 23 Nov 2018	Wed 28 Nov 2018
Thu 15 Nov 2018	Mon 26 Nov 2018	Thu 29 Nov 2018
Fri 16 Nov 2018	Tue 27 Nov 2018	Fri 30 Nov 2018
Mon 19 Nov 2018	Wed 28 Nov 2018	Mon 3 Dec 2018
Tue 20 Nov 2018	Thu 29 Nov 2018	Tue 4 Dec 2018
Wed 21 Nov 2018	Fri 30 Nov 2018	Wed 5 Dec 2018
Thu 22 Nov 2018	Mon 3 Dec 2018	Thu 6 Dec 2018
Fri 23 Nov 2018	Tue 4 Dec 2018	Fri 7 Dec 2018
Mon 26 Nov 2018	Wed 5 Dec 2018	Mon 10 Dec 2018
Tue 27 Nov 2018	Thu 6 Dec 2018	Tue 11 Dec 2018
Wed 28 Nov 2018	Fri 7 Dec 2018	Wed 12 Dec 2018
Thu 29 Nov 2018	Mon 10 Dec 2018	Thu 13 Dec 2018
Fri 30 Nov 2018	Tue 11 Dec 2018	Fri 14 Dec 2018
Mon 3 Dec 2018	Wed 12 Dec 2018	Mon 17 Dec 2018
Tue 4 Dec 2018	Thu 13 Dec 2018	Tue 18 Dec 2018
Wed 5 Dec 2018	Fri 14 Dec 2018	Wed 19 Dec 2018
Thu 6 Dec 2018	Mon 17 Dec 2018	Thu 20 Dec 2018
Fri 7 Dec 2018	Tue 18 Dec 2018	Fri 21 Dec 2018 (12.30pm)
Mon 10 Dec 2018	Wed 19 Dec 2018	Wed 2 Jan 2019
Tue 11 Dec 2018	Thu 20 Dec 2018	Thu 3 Jan 2019
Wed 12 Dec 2018	Fri 21 Dec 2018 (12.30pm)	Fri 4 Jan 2019
Thu 13 Dec 2018	Wed 2 Jan 2019	Mon 7 Jan 2019
Fri 14 Dec 2018	Thu 3 Jan 2019	Tue 8 Jan 2019

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

RECOMMENDED FINAL DESPATCH DATE BEFORE CHRISTMAS - 18th DECEMBER