

## Q&A

**Q- What's happening during Covid-19 ?**

**A-** We are still shipping as usual but there may be a delay in your shipment due to stock issues, please bear with us during this time and stay safe.

**Q- Can I come to you and pick up my order ?**

**A-** Yes you can choose local pick up and either pick up from my shop in Winchester or my house in Hamble, Southampton, email [home@pavia-lee.co.uk](mailto:home@pavia-lee.co.uk) for details.

**Q- What does backorder mean ?**

**A-** Backorder means that I have placed an order and am waiting for the stock to arrive, you can still order items on backorder and they will be sent to you as soon as they are in.

**Q- What are the lead times for postage?**

**A-** Hermes 2<sup>nd</sup> Class – 3.5 days from day of despatch - £3.50 under 2kg

Fedex Next Day – next day from date of despatch - £7.00 under 2kg

Fedex Next Day weight based – next day from date of despatch, order as much as you like £10.00

Once payment has been received, stock items are usually shipped within 2-3 days

**Q- Do you deliver outside of the UK?**

**A-** Pavia-Lee delivers to the UK only.

**Q- I haven't received a confirmation email for my order?**

**A-** Email confirmations of your order and shipment will be sent to you, please check your spam for these notifications.

*Q- Can I place an order over the phone?*

*A- Yes. Please ring the shop within the operating hours and we will be happy to take your order and payment.*

*Q- How long with my custom order take ?*

*A- For custom/personalised orders the lead time is 2-3 weeks, orders can sometimes be completed sooner, for any items required before this time then please contact us at [home@pavia-lee.co.uk](mailto:home@pavia-lee.co.uk) , we will endeavour to meet your deadline.*

*Geraldine x*