



Dear Customers,

Due to the current outbreak of COVID-19, we wanted to take this opportunity to keep our customers updated as matters develop over the coming weeks.

During this time of uncertainty, we want to ensure that you are kept as informed as possible regarding your orders. Our couriers are using ALL precautions including distance doorstep deliver. All of our services are still fully operational. We continue to monitor the situation daily while taking the necessary precautions to ensure the safety and well being, of our staff and customers.

Orders are currently being dispatched within 72 hours as per usual so you should not experience any delays.

While the environment around us is uncertain we will do our utmost to help you through this difficult period, and make your time spent at home be a bit more comfortable and pleasant.

We will continue to bring you a dose of positivity and daily inspiration.

Kind Regards,  
Cielshop Interiors Team

[www.cielshopinteriors.com](http://www.cielshopinteriors.com)

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## FAQ'S

### Q: AM I ABLE TO ORDER ONLINE?

A: Absolutely, yes. You can still place orders through [cielshopinteriors.co.uk](http://cielshopinteriors.co.uk) and we are delivering as normal.

### Q: CAN I HAVE A DEFERRED DELIVERY?

A: If you would rather hold off on the delivery, for now just send us a message at time of order. Or delay it to suit your time frame and contact our [Customer Service team](#).

### Q: WHAT PRECAUTIONS/MEASURES DOES CIELSHOP HAVE IN PLACE TO STOP THE SPREAD OF COVID 19? AND, HOW ABOUT YOUR LOGISTICS PARTNERS?

A: We're taking this situation and our hygiene practices very seriously, these are rigorously in-line with all government/industry standards and advisories. We keep our customers, staff and logistics partners' care and health as priority. Our warehouse hubs have stepped up their hygiene routines, washing hands even-more regularly, cleaning frequently and continuing use of protective gloves. Our logistics teams have been following similar protocols and we're in continuous contact to pool ideas and developments around our practices. All of our logistics delivery teams, are actively operating an anti-invasive 'no-contact' delivery service and can refrain from coming into your homes.

### Q: SO, DO YOU HAVE A 'NO-CONTACT' DELIVERY SERVICE RIGHT NOW?

A: Yes, all of our logistics partners have the ability to deliver with 'no-contact'. Please ensure to add a note to your order when placing it, or clarify with our helpful [Customer Service team](#) to ensure your specific requirements are met.

### Q: I'M SELF-ISOLATING/QUARANTINING AT THE MOMENT. CAN I STILL RECEIVE MY DELIVERY?

A: Absolutely, Yes. We're happy to deliver as a 'no-contact' delivery and comply to your specific instructions, just let us know. Alternatively, if preferred we're happy to hold off on delivering until your chosen day in the future. To do either of these just add a note to your order at check out. Alternatively, we're also happy to arrange this through our helpful [Customer Service team](#).

### Q: I'M SELF-ISOLATING/QUARANTINING AM I STILL ABLE TO RETURN MY ITEMS AND HAVE THEM COLLECTED?

A : Yes, no problem. Just please tell us if you're self-isolating/quarantining and we'll happily have our partners do a 'no-contact' pick up. We're also more flexible to extending our return times if needed, again just contact our [Customer Service team](#) to arrange this.

Q: IS IT POSSIBLE TO CHANGE MY DELIVERY TIME/LOCATION?

A : Yes, in nearly all circumstances. Just contact our [Customer Services team](#) to arrange this.

Q: MY ORDER IS A LARGE 2-MAN DELIVERY BUT I'M SELF-ISOLATING/QUARANTINING, WHAT'S THE PROCESS FOR THIS?

A: This process is as usual but if you would like to opt for 'no-contact' because your self-isolating/quarantining please add a note to your order at check out. Alternatively, we're also happy to arrange this through our helpful [Customer Service Team](#).

Q: IS YOUR RETURNS/EXCHANGE TIME FRAME CHANGEABLE?

A : Yes, we pride ourselves on offering flexibility for our customers, always. In light of the current circumstances we're very happy to offer extended return timelines to suit your needs, please just contact [Customer Services Team](#) to arrange a longer period.

Q: ARE YOUR CUSTOMER SERVICES STILL OPERATING?

A: Yes, completely. They will remain open as per the usual operating hours, Visit the [Customer Services Page](#) to find out these.

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