

The logo for Charles Guitars features the brand name in a white, elegant cursive script. The text is set against a dark background with a horizontal gradient of colors, transitioning from black on the left to deep red and orange in the center, and back to black on the right. The letters are slightly shadowed, giving them a three-dimensional appearance as if they are floating or resting on a glossy surface.

# Charles Guitars

## DELIVERY UPDATE

The delivery network is still not back to normal both in the UK and especially to Europe and the rest of the world. All postal deliveries are taking significantly longer than published and if you need your order urgently then in the UK only SPECIAL DELIVERY is guaranteed and for Europe and the Rest of the World only a COURIER service is as close to a guarantee as you can get.

We offer several shipping options during the checkout process and we strongly recommend that you select a TRACKED option or the COURIER option, we know this is a bit more expensive but does help with delivery.

If you have selected Tracked, you will receive the tracking in an email as soon as we mark as despatched so please look out for this.

### About our Delivery Costs:

Shipping is calculated on weight and value but you always have the option to choose your delivery option and at the moment you should choose at least a signed or tracked service, we know it is a bit more expensive but this is just where we are at the moment.

### UK Delivery:

In the UK the Signed For service is not fully tracked and only provides a signature on delivery but is more reliable than first class post. Special Delivery is a fully tracked service and guaranteed for next day and will usually arrive before you have had a chance to track so if your order is urgent or of a higher value you should select this if it not automatically chosen.

### EU Delivery & Rest of the World.

Standard Airmail is only suitable for very low-cost items, for everything else we recommend that you select a TRACKED service. This is with the Royal Mail until it leaves the UK and then it is passed to your countries Delivery Service.

### **WE STRONGLY RECOMMEND THAT YOU TRACK YOUR PARCEL DAILY.**

We cannot get any more information than you and whereas we do our best once we have shipped, we are in the hands of the delivery service and rely on you to keep updated.

If your parcel has not arrived in 7 days, you should start to check with your delivery service and local post office to see if a delivery attempt has been made and a card is not always left.

### Courier Services to Europe and the Rest of the World:

You will also see a COURIER option where we have set a default rate (£30.00 Europe - £35.00 USA - £50.00 Rest of the World) so that you can complete your order. These are estimates and if shipping to your country is less than this then we will automatically refund the difference, if it is more, we will contact you, but we have most countries covered).

This is by far the most reliable method with the least parcels lost and the speediest delivery. We usually use UPS, FEDEX/TNT, Parcelforce, DPD which are all fully tracked and insured services.

Jeremy & Suzanne