



Tidmas Townsend

Packaging That Delivers

A letter from our Managing Director Marc Townsend

Dear valued customers,

May I express my gratitude to all of the orders you have placed with us this year. Customer service, speed of delivery and product quality is at the heart of our business model. We always aim to deliver next day and use the best carriers in the business.

Sadly, due to the ongoing Communication Workers Union strikes with Royal Mail. I have taken the decision to inform you all that we cannot now guarantee orders to be delivered before Christmas.

This is due to the knock-on effect with our main courier DPD, delaying many orders to postcodes all over the country. It changes on a daily basis as to which postcodes are affected. The effect of this means when taking orders, we can't always get them collected or they are sitting in overflow depots until the backlogs are cleared.

As I said above Customer Service and Next day delivery is at the heart of what we do, but is sadly beyond our control at present.

So, I feel I need to personally write this letter, for you to read and make an informed decision before placing an order with us. It's what I would want as a customer and feel it's the right thing to do for you. I value every order and customer we have and in no way would want to jeopardise future business with you.

We are still despatching orders up until the 22nd December and are in over Christmas on 28,29 and 30th December to dispatch also. DPD will have the time to clear down before the new year so from 3rd January our service level will be as normal.

May I wish you all a very Happy Christmas Break and a healthy New Year.

Yours Faithfully,

Marc Townsend

Managing Director
Tidmas Townsend Ltd



The mark of
responsible forestry

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