



# Information Center

## SUBJECT

E-SHOP

## QUESTION

Can I make a change to my order?

## ANSWER

After you have clicked 'Make Payment,' your order begins to process and you cannot change your order. You can cancel an order as long as we have not yet processed it. To make buying items on the site as efficient as possible, we aim to process your order within an hour of you placing it. So if you want to cancel your order and re-enter a new one, we advise that you contact Customer Services within this timeframe on +800 53847 501. Lines are open Monday to Friday from 8am till 6pm and on Saturday from 8am to 5pm, excluding bank holidays.

If your order has already been processed, you will need to wait until you receive it, and then return the items that you want to change. Please refer to our Returns Section below for more information.