

Christmas Filling Schedule and Site Transition 2025– Important Customer Notice

Dear valued Customer,

In 2024 we requested all orders were placed by the 9th November until the 6th January. This was to allow us to plan effectively, and ensure we provided you with the service you expect. We saw significant improvements as a result compared to 2023 and so are implementing a similar approach to 2025.

In addition, this year, we have the transition of products from our Simonswood site to our brand-new production facility at our Buckingham site, between November and March.

To ensure a smooth transition and maintain the high level of service you experienced in 2024, we are requesting the following;

- All orders for 2025 are placed by the 7th November in line with last year.
- All orders for January are placed with us by the 8th December. This will allow us to ensure a smooth transition between production sites.
- All orders from February 1st 2026, will resume to our standard lead time of 15 working days.

As per last year we will look to accommodate requests for order amends inside these lead times wherever feasible.

Delivery Schedule

- Last delivery of 2025 : 24th December 2025
- First delivery of the New Year: 3rd January 2026

We appreciate your support and understanding as we make this important transition. Early order placement will help us ensure continuity of service and timely deliveries throughout the festive season.

If you have any questions or need assistance with planning your orders, please don't hesitate to contact our Customer Service team.

Kindest regards,



Phil Sullivan
Head of Supply Chain UK