

Impact on sales orders from HGS during the global COVID-19 Coronavirus pandemic

Although the HGS Research Centre is closed, HGS is open for business as usual for sales and we continue to welcome orders. There is no change to orders being delivered via email. However orders for CDs and paper copies of village booklets both for UK and abroad may be affected:

Before we dispatch your order we wanted to make you aware of the impact that the global COVID-19 pandemic is having on postal services.

UK Deliveries

Royal Mail states:

‘Despite our best endeavours, it is likely that some areas of the country will experience a reduction in service levels due to coronavirus-related absences at their local mail centre or delivery office.’

International Orders

The current situation is that International post is severely impacted by COVID-19. Royal Mail continues to work to maintain service; most major export routes remain open and they continue to accept and process mail. Specifically, Royal Mail’s international services to the USA remain operational. However, the number of countries that can be accessed for delivery changes frequently and many countries are ‘on suspension’ with Royal Mail strongly advising not to send items to countries which they have listed as ‘on suspension’. For fuller details see: https://personal.help.royalmail.com/app/answers/detail/a_id/5317/~international-incident-bulletin

We can still send your order, **but unfortunately we would not be able to give a refund if your order didn’t reach you.** Alternatively we can hold it and dispatch at a later date when “normality” resumes.

If you want to proceed, we will check live information on your destination and send you an updated email on whether any couriers are still operating to your destination and what the new delivery charges are.

Please let us know if you:

A: Want to proceed

B: Want to cancel and have a full refund

If you do not reply within 7 days we will presume that you do not wish to proceed and will refund your order

We thank you for your patience and understanding and hope you remain safe and well.

HGS Sales Team