

RETAIL

## Net-A-Porter suspends operations in US and Europe, keeps Asia Pacific open

March 27, 2020

### NET-A-PORTER

For the health and safety of our community, we have temporarily closed our Distribution Centre until further notice. We hope you are all staying safe and look forward to welcoming you back soon.



Need to return your purchase?  
We have extended the return timeframe to 60 days so you have more time.  
We are unable to accept your return at the moment so please stay tuned for further updates.  
Contact Customer Care  
customerscare@net-a-porter.com

*Net-A-Porter's U.S. site is down to a single page announcing the closure of its distribution center and its inability to accept returns. Image credit: Net-A-Porter*

By LUXURY DAILY NEWS SERVICE

As is quite clear, coronavirus-induced national lockdowns are now affecting operations of warehouses funneling into the ecommerce operations of major retailers. Now Net-A-Porter joins their ranks.

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The Richemont-owned online retailer has closed its distribution centers and ecommerce stores in the United States and Europe, temporarily suspending service in these markets as well as the Middle East. The London-based company's Asia-Pacific service and warehousing facilities remain open.

"We are monitoring the situation very closely and will reopen our distribution centers as soon as it is safe to do so," Net-A-Porter said in a statement to its customers and prospects.

"We are also looking at alternative ways to serve you throughout this period and we'll be in touch again soon."

### NET-A-PORTER

For the health and safety of our community, we have temporarily closed our Distribution Centre until further notice. We hope you are all staying safe and look forward to welcoming you back soon.



You can continue shopping from our Asia-Pacific site  
Please note, you will be charged in HK \$ and taxes and duties may apply  
Shop Now  
Need to return your purchase?  
Contact Customer Care  
customerscare@net-a-porter.com

*Net-A-Porter's U.K. site is also limited to a single page explaining the closure of the distribution center, but directing shoppers to the Asia-Pacific site that is open for transactions in Hong Kong dollars. Image credit: Net-A-Porter*

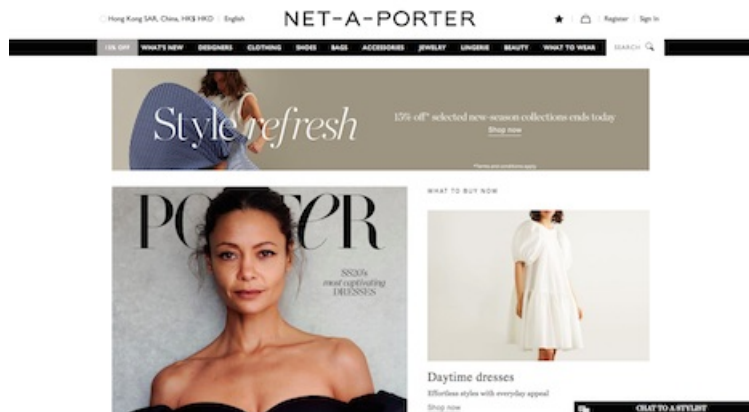
Sites down

In a shocking turn, Net-A-Porter took down its site for the [United States](#), [United Kingdom](#) and European markets, leading with a message that read:

"For the health and safety of our community, we have temporarily closed our Distribution Centre until further notice. We hope you are all staying safe and look forward to welcoming you back soon."

Visitors to the U.K. homepage are encouraged to go to the [Asia-Pacific site](#) for purchasing. They will have to pay in Hong Kong dollars and also be liable for taxes and import duties.

The Asia-Pacific site serves the region, including Hong Kong and China.



*Net-A-Porter's Asia-Pacific site is up and open for business, with a shot of British actress Thandie Newton featuring on the Porter magazine image on the homepage. Image credit: Net-A-Porter*

Net-A-Porter is the leading online and mobile retailer of luxury fashion and accessories worldwide, competing with Matchesfashion, Moda Operandi, Farfetch and the ecommerce stores of luxury brands as well as department stores' online operations.

In addition to the ecommerce shutdown, Net-A-Porter is also unable to accept customer returns. The company has extended the returns time frame to 60 days, asking customers to hang on to their items for now.

The Net-A-Porter customer service team will be contactable via email during this suspension of service.

"Please continue to visit our social channels, @netaporter @portermagazine, as well as our YouTube channel, and stay tuned for our emails featuring inspirational daily content during this unsettling time, from style escapism to beauty and wellness tips," the company said.

"We are sorry for the inconvenience and appreciate your patience. We hope you are staying safe and look forward to welcoming you back online soon."

*Net-A-Porter's fashion challenge with British actress Thandie Newton*