

RETAIL

Net-A-Porter reopens U.S. store even as warehouses are closed

April 1, 2020

To our US Customers, we're now accepting orders again. Our distribution centers are still closed, but you can place an order to arrive later.

NET-A-PORTER

Net-A-Porter reopened its U.S. store, taking orders with delayed fulfillment as distribution centers continue to be closed. The U.S. and European sites stopped accepting orders March 27 over COVID-19 lockdowns. Image credit: Net-A-Porter

By LUXURY DAILY NEWS SERVICE

Online retailer Net-A-Porter is open again for business in the United States after finding a workaround to take orders from customers even as its distribution centers remain closed.

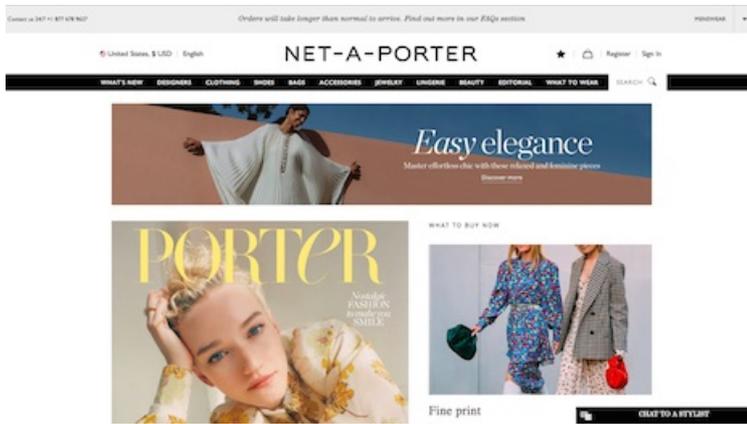
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The London-based company owned by Swiss conglomerate Richemont on March 27 suspended U.S. and European operations after it was forced to close its warehouses serving those markets while keeping the Hong Kong site and distribution center open. At the time, the company was looking at alternative ways to serve customers.

"We got in touch recently to let you know that we've temporarily closed our distribution centers for the health and safety of our community," Net-A-Porter said in a letter to its U.S. customers.

"While our distribution center remains closed, in the meantime, we've created an alternative way to shop and ship to you as soon as we are able to reopen."

The European operations continue to be suspended, although visitors to Net-A-Porter's British site are told to shop at its Hong Kong Web site and pay in that territory's dollars.



Net-A-Porter U.S. site's homepage after resuming operations April 1. Image credit: Net-A-Porter

Delayed fulfillment

So here is how it works.

Net-A-Porter will resume online orders on its U.S. site. Customers can add items to their shopping bag and proceed to checkout.

The company will ship the purchase as soon as its distribution center opens in the future. Payment will be taken nine days after the date of the purchase.

Customers can cancel their order anytime before the order is shipped to them by contacting Net-A-Porter's customer care team.

The retailer has also extended its return period to 60 days, so shoppers will have more time to decide if they want to keep their purchase.



Net-A-Porter's U.S. site on March 27 was down to a single page announcing the closure of its distribution center and its inability to accept returns. Image credit: Net-A-Porter

"Given the current circumstances, we aren't able to say with certainty when our distribution centers will reopen, so we would advise against ordering anything that you intend to use on a specific date," Net-A-Porter said in the email.

"We will keep monitoring the developments of the current situation over the next few days and weeks to come.

"As always, you'll receive an email to let you know as soon as your order is on the way to you."