

RETAIL

Net-A-Porter restores UK online ordering with delayed fulfillment

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Available on Net-A-Porter: Paciotti's mesh pumps are intricately detailed with a glistening, crystal-encrusted chain strap that drapes from the ankle. Image credit: Net-A-Porter

By LUXURY DAILY NEWS SERVICE

Online retailer Net-A-Porter is open again for business in the United Kingdom and Europe 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 under lockdowns over COVID-19 prevention measures.

"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 customer email. "You can now place orders with us and we will ship your purchase as soon as we can safely reopen."

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

The U.S. online store reopened April 1.

Delayed fulfillment

So here is how it works.

Net-A-Porter will resume online orders on its U.K. 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.

"Due to current circumstances, we aren't able to confirm when our distribution centers will reopen and therefore advise against ordering anything you wish to use on a specific date," Net-A-Porter said.

"We will, however, continue to monitor developments over the 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."

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