Orders placed

**What happens next?**

1. You will receive an order confirmation email that confirms your order has been successfully placed at our website. (Thank you for the order)
2. Your order is now placed in a queue, while we check stock availability.
3. If your items are in stock or will be in stock within the lead time stated (excluding bank holidays) we will then process your order and take payment.
4. If your items state specific delivery times, for example 16 working days, we will process your order and take payment.
5. Once payment has been taken, you will receive an email from our shopping system stating your order has been processed.
6. We will then proceed to make sure that your ordered items are delivered within the lead times stated on the products, from the date we send out the email stating your order has been processed. (unless a specific time has been stated in the item description)
7. We will not try and deliver your order without contacting you first. When the items reach our stores, you will either...
	1. Receive an email asking that you call or email us to arrange delivery. Arrangements can be made for delivery as and when you want to receive it. It is your responsibility to respond to this email when you receive it
	or...
	2. You will receive a phone call from our home delivery coordinator to arrange delivery of your order, normally within 3 business days from the time of contact.

  **EXPRESS DELIVERY**

1. All items that are available for express delivery are clearly marked. All the Express products are available in our store and stock can fluctuate frequently. Please ensure that if you want Express delivery your order consists solely of Express items.We will only process your order if the items are in stock.
2. If all items are available you will receive an order confirmation email that confirms your order has been successfully placed at our website (Thank you for the order).
3. We will process the payment for the order, unless there are any payment issues. We will try and contact you directly to resolve any issues in order to minimize any delays.
4. Your goods will be with you as soon as possible. This means that we will contact you by telephone to arrange delivery and you will receive your goods as soon as possible (usually within 48 hours) Sometimes can be same day, depending on where our vehicles are situated and how busy we are at the time.
5. Alternatively you can just contact us by telephone and one of our sales staff will be able to inform you of our current stock availability and lead times.

**Important:** Please read the [Delivery page](https://www.krbeds.co.uk/pages/Local-Delivery-.html) before placing any orders.

**IMPORTANT:**
If we are unable to get the items to you within the specific lead times stated on the products we will **NOT** process your order. Instead, we will contact you to see if you would like to wait for your items. We will give you the option to either change the items or remove the items from your order.
If your card details are incorrect or are declined, we will send you an email to ask that you contact us to rectify the payment issue. You can telephone us on 01200 423 444 if you receive such an email. Once any issues have been resolved the order will be processed.
If you place your order over the phone, you will not receive any emails from us. We will only contact you by phone to arrange delivery. We work on a first come, first served policy and regret if any of our products are out of stock, Items out of stock will be currently on order and available for back order.

**Bank Holidays**
Our store will be  closed on every Sunday and bank holidays and therefore do not count as working days.

**Not receiving emails?**
Please ensure that emails from "www.krbeds.co.uk" are not being diverted to your spam box. Please white list or accept emails from "www.krbeds.co.uk" on your software so that you can receive emails normally from us.

Further information can be found in our [Delivery](http://www.krbeds.co.uk/pages/Delivery-.html) and Terms and Conditions pages.