

## Introduction of delivery charges

As a supporter of Roundabout I am sure the majority of you are aware of our charity model. Approximately 50% of the donated furniture items we collect we pass on to individuals and families in financial need effectively free of charge other than for a small admin charge to cover logistics. This furniture is provided via a referral process accessed by District Councils, Housing Officers, Health Professionals, CAB etc.

We are very proud of this charity model, not many charities operate in this way.

The other 50% of the donated furniture we offer for sale at very affordable prices in our warehouse to raise funds in order to cover our overheads and to continue to achieve our charitable objectives. For the first 25 years of Roundabout's existence the delivery of purchased furniture items was delivered free of charge within our area of operation, approximately 2 years ago Roundabout introduced a £10 delivery charge for delivery locations in excess of 10 miles from our Roundabout base.

Unfortunately, inflationary pressures such as increases in the cost of fuel, salaries, energy and other costs associated with running a charity have meant that we need to revise our charity model to ensure our financial viability; in particular, in respect of introducing delivery charges for sold furniture items.

**From Wednesday 1<sup>st</sup> June 2022** we propose to introduce delivery charges on all sales of furniture where a delivery is required regardless of the number of items purchased. The delivery charge will be calculated according to the post code of the delivery address.

For example, a sale delivery to an address with a WR11 post code will incur a £5 delivery charge regardless of the number of items. A delivery to an address with a WR10 post code will incur a £10 delivery charge and so on.

If the total value of the sale exceeds £250 no delivery charge will be imposed. A list of charges based on post codes will be available at the shop counter and on our web site.

Referral deliveries of furniture to individuals and families in financial need will not incur a delivery charge in keeping with our charitable objectives.

Thank you for your continued support of Roundabout.

Peter Andrews

Roundabout Manager