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Hi,

We appreciate your continued support and we apologise in advance for the delay that you may be experiencing with your order.

There have been **two separate issues** that are affecting shipments into Australia for all companies:

- Port workers for DP World, Australia's largest port operators, have been on strike since the 6th of November with the initial plan to conclude by the end of November. However, the strike has been continually extended, into 2024. As of the 2nd of February the dispute has finally been resolved. Up to 80% of our containers remain back-logged at the port and need to be cleared. See 9 News article [here](#) and latest update with Channel 7 [here](#).
- Secondly, we are experiencing ongoing global shipping issues that have arisen since October 2023 with reduced capacity of shipping liners and conflict in the middle east affecting the Red Sea exacerbating the impact of this. Many original shipment dates have been unexpectedly delayed due to the reduction in the number of container vessels to Australia during peak season. Nick Scali is one of many retailers facing these issues. More information can be found [here](#).

Please be assured that our team is actively addressing these challenges, and we are working tirelessly to expedite the processing of all affected orders. However, you will experience a delay to your original quoted delivery time because of these compounding issues.

You can stay up-to-date with your order online with this [link](#). Your store may have already contacted you or will contact you soon to provide an update. Our despatch team will provide your tentative delivery date as your revised arrival date approaches, we ask for your understanding of the re-scheduling due to the issues outlined above.

We understand the importance of your purchase and appreciate your understanding during this time.

Sincerely,  
Nick Scali Team