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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 **three separate issues** affecting shipments into Australia for all companies:

- Port workers for DP World, Australia's biggest port operators have been on strike since November 6th and is scheduled to run until at least the 26th of November. Up to 80% of our containers are unable to be moved from the port due to this union strike. See the Channel 9 news update [here](#).
- Cybersecurity attacks on DP World occurred on the 11th of November shut down the ports for multiple days. See the news update [here](#). This will have a further impact on our in-warehouse dates, we are yet to understand the final impact of this.
- We are experiencing global shipping issues that have arisen in the past few weeks. Many original shipment dates have been unexpectedly delayed due to the reduction in the number of container vessels to Australian during peak season (October – December). Nick Scali is one of many retailers experiencing this issue.

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