

# Residential Christmas Trading 2023

We'd like to take this opportunity to thank you for your valued custom throughout the past year and to give you advance notice of this year's trading and delivery schedule over the Christmas and New Year period.

Dispatch Date	All Next Day Route Codes	All 2 Day Route Codes	All 4 Day Route Codes	Same Day/Collection Route Codes	Aftersales Support Opening Hours
Mon 18 <sup>th</sup> Dec	Normal	Normal	Delivery 22/12	Normal	08:00-17:00
Tues 19 <sup>th</sup> Dec	Normal	Delivery 21/22	PAUSED	Normal	08:00-17:00
Wed 20 <sup>th</sup> Dec	Delivery 21/12	Delivery 02/01	PAUSED	Normal	08:00-17:00
Thurs 21 <sup>st</sup> Dec	Closed for Stock Count – Critical Dispatch Only				08:00-17:00
Fri 22 <sup>nd</sup> Dec					08:00-17:00
Sat 23 <sup>rd</sup> Dec	Christmas Period - Closed				Out of Hours Support Available
Sun 24 <sup>th</sup> Dec					Out of Hours Support Available
Mon 25 <sup>th</sup> Dec					Out of Hours Support Available
Tues 26 <sup>th</sup> Dec					Out of Hours Support Available
Wed 27 <sup>th</sup> Dec	No Delivery Service – Critical Dispatch Only				09:00-16:00
Thurs 28 <sup>th</sup> Dec					09:00-16:00
Fri 29 <sup>th</sup> Dec					09:00-16:00
Sat 30 <sup>th</sup> Dec	New Year Period - Closed				Out of Hours Support Available
Sun 31 <sup>st</sup> Dec					Out of Hours Support Available
Mon 1 <sup>st</sup> Jan					Out of Hours Support Available
Tues 2 <sup>nd</sup> Jan	Normal	Normal	Normal	Normal	08:00-17:00
Wed 3 <sup>rd</sup> Jan	Normal	Normal	Normal	Normal	08:00-17:00
Thurs 4 <sup>th</sup> Jan	Normal	Normal	Normal	Normal	08:00-17:00
Fri 5 <sup>th</sup> Jan	Normal	Normal	Normal	Normal	08:00-17:00

## Useful Contacts During Opening Hours

After Sales Phone line: 0161 8666 089 -  
 Option 1: Homeowner Helpline  
 Option 2 ( then Option 2 ) : Spares Residential  
 Option 3: Residential Technical Helpdesk

Residential Pre-Sales Technical & Operations Phone line: 01707 278 666

**Technical Helpdesk** - For customers who experience a critical loss of Air Conditioning or Heating, our Technical Helpdesk provides an out of hours support service on **0161 866 6069**

Please refer to our Delivery Guidelines for more information: <https://bitly.ws/34yG7>

**Please Note:** These dates refer to Mitsubishi Electric deliveries only, any deliveries made via Merchants are subject to their delivery schedule. Aftersales Technical Helpline hours include Returns, Spares and Warranty. Special weekend deliveries via these departments are available for critical deliveries. Our Operations & Pre-Sales Technical teams will be operating at lower capacity over this period.