



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 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 extended, until at least the 11th of December. Up to 80% of our containers remain stranded at the port due to this ongoing union strike. See 9 News article [here](#).
- Cybersecurity attacks on DP World occurred on the 11th of November shutting down the ports for multiple days. See the news update [here](#). This had a compounding effect on all in-warehouse dates.
- 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 Australia during peak season (October – December). Plush 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 and get them to you in the most efficient means possible. 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,
The Plush Sofas Team