

COVID 19 - Update

Will my order still be delivered on time?

Our head office and warehouses are running as close to normal as possible and working extra hard to make sure our customers receive their products on time.

When will your showrooms re-open?

With all of our showrooms already COVID secure, we're hopeful that we can reopen quickly and safely on Thursday 3rd December. We promise you'll be the first to know as soon as we have a date.

Which showrooms are still open?

CareCo Cardiff and CareCo Glasgow are still open with additional safety measures in place to protect our staff and our customers.

Can I still place orders?

Orders can still be placed online or over the phone (just give the team a call on 0333 015 5000). You can also use the Live Chat service on our website to get product recommendations, ask us any questions or place an order. Our telesales teams are available 8am–7pm Monday to Friday, from 8.30am–5pm on Saturdays and from 9am–4pm.

Is there any impact on product repairs?

Our engineers will still be working on product repairs, but we're likely to have fewer team members available. While this may cause some delays, please rest assured that we will do everything we can to get your product back to you as quickly as possible.

Where can I find updates?

Keep an eye on your email inbox and our social media profiles for all the latest news. Our coronavirus response page also contains up to date information regarding showroom reopenings, changes to our services and measures we're taking to keep our people safe.

If you've got any other questions, need a bit of advice
or just fancy a chat, we're only at the other
end of the phone.

Our teams are on hand 7 days a week and are always
happy to help, so give us a call on 0333 015 5000.

The logo for CareCo, featuring a white stylized wave above the text "CareCo" in a bold, sans-serif font.