

# Novartis Pharmaceuticals 2021 Christmas & New Year Opening & Delivery Schedule

## Customer Care Opening Times

Monday 13th - Friday 17th Dec	Normal Hours 9.00 – 5.00pm
Monday 20th - Thursday 23rd Dec	Normal Hours 9.00 – 5.00pm
Friday 24th Dec (Xmas Eve)	Reduced Hours 9.00 – 2.00pm
Monday 27th & Tuesday 28th	Closed Bank Holidays
Wednesday 29th & Thursday 30th Dec	Normal Hours 9.00 – 5.00pm
Friday 31st Dec	Reduced Hours 9.00 – 2.00pm
Monday 3rd January 2022	Closed (Bank Holiday)
Tuesday 4th January 2022 - Onwards	Normal Hours 9.00 – 5.00pm



## Delivery Schedule

Date	Order Before 1.00pm	Order after 1.00pm
Monday 20th Dec	Delivery Tuesday 21st	Delivery Wednesday 22nd
Order Tuesday 21st Dec	Delivery Wednesday 22nd	Delivery Thursday 23rd
Order Wednesday 22nd Dec	Delivery Thursday 23rd	Delivery Friday 24th
Order Friday 24th Dec	Delivery Wednesday 29th	Delivery Thursday 30th
Order Wednesday 29th Dec	Delivery Thursday 30th	Delivery Friday 31st
Order Thursday 30th Dec	Delivery Friday 31st	Tuesday 4th Jan 2022- <i>(Except for Scotland where it is a Bank Holiday, delivery will be the Wednesday 5th)</i>
Order Friday 31st Dec	Tuesday 4th Jan 2022 <i>(Except for Scotland where it is a Bank Holiday, delivery will be the Wednesday 5th)</i>	Delivery Wednesday 5th Jan
Order Tuesday 4th Jan 2022	Delivery Wednesday 5th	Delivery Thursday 6th
Order Wednesday 5th Jan 2022	Normal Order / Delivery Resume	Normal Order / Delivery Resume

- NB : there will be a full out of hours service when office is closed where Emergency only orders can be obtained.

Contact Details : Tele No. 08457419442,

Fax No. 08457419443

E-mail [Novartis.customercare@novartis.com](mailto:Novartis.customercare@novartis.com)

/ [commercial.team@novartis.com](mailto:commercial.team@novartis.com)



# Happy Holidays

