

Dear Valued Customer:

First and foremost we hope you and your family are safe and healthy.

Good News: Our Chicago Distribution Center Pickup Room is re-opening for curbside pickup on TODAY!

We are very excited to be offering this service again.

The Ground Rules:

- Customers must have a mask on at all times
- All transactions are prepaid or net terms
 - Unfortunately, we can not accept any payments at this time of pick up
- Hours of operation for Curbside Pickup are 10am - 4pm EST
- There is a 2 hour turnaround time for orders
- Next day pickup is available after 2pm
- No returns will be processed via the Pickup Room. Please send all returns to alphabroder
- Changes are not allowed to a pickup order when you arrive to pick up your order

How It Works:

1. When you arrive - go to an open pickup spot (1-10) - or wait for one to become available
2. When you get to your pickup spot, please text 630.470.5930
3. You will need to provide Customer Name(s) and Order Number(s)
4. An alphabroder team member will drop off your product in your pickup spot
5. You'll load the product into your vehicle, take your paperwork and get back into your vehicle
6. You'll sign your paperwork, hold it up to the your window and an alphabroder team member will take a picture of the paperwork - you will retain the signed copy and you're on your way

Thank you, as always, for your business and support. Together we will work through this challenging time

alphabroder Operations Team