

November 13, 2020

Dear Valued Customer –

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

Good News: Our Fresno Distribution Center Pickup Room is re-opening for curbside pickup today, Friday November 13, 2020!

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 cannot accept any payments at this time of pick up
- Hours of operation for Curbside Pickup are 11am - 4pm PST
- 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 – please go to an open pickup spot (1-6) – or wait for one to become available
2. When you get to your pickup parking space, please text **267.698.5602**
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 your window and an alphabroder team member will take a picture of your paperwork. You will retain the original 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