

October 21, 2020

Dear Valued Customer –

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

Good News: Our Harrisburg Distribution Center Pickup Room is re-opening for curbside pickup on Wednesday October 21, 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 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 – please look for a flag directing you to the Customer Pickup Parking Lot
2. When you get to your pickup parking space, please text **717.908.0841**
3. You will need to provide Customer Name(s), Order Number(s) and Phone Number
4. An alphabroder team member will text you back and direct you to a bay door once your order is ready
5. You'll load the product into your vehicle, sign your paperwork and the alphabroder team member will take a picture of the signed paperwork
6. You will retain the original signed copy and be on your way!

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

alphabroder Operations Team