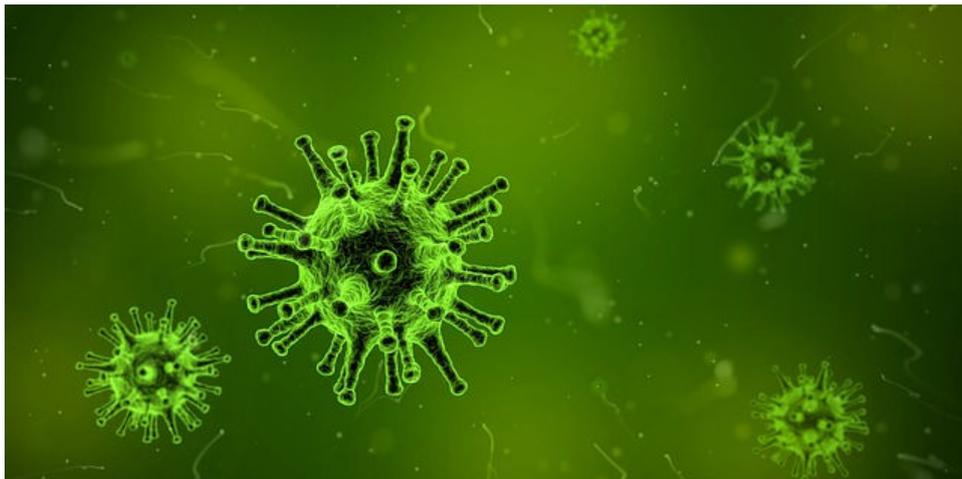


COVID-19 UPDATE



Due to the rapidly evolving pandemic we are currently facing, we wanted to update you on our measures to reduce risk for all of us. I know that many people feel uncertain and anxious. I want to reassure you that the wellbeing of our customers, families and our whole community, is top priority.

Right now, it's not business as usual. We have had good times, and we will once again. If we work together now and be mindful of each other over the coming weeks/months, we can protect one another from the worst of it. We too have loved ones that are at serious risk and we want to protect them also by keeping ourselves and our environment safe for all concerned.



In line with advice and recommendations from the Ministry of Health (MOH), we have implemented the following steps until further notice to reduce further impact of the virus:

Helping with prevention

- We would advise that anyone who demonstrates symptoms of the virus to not come in and to call the MOH dedicated Healthline number to register and self-isolate for the recommended 14-day period.
- We have also introduced steps here to help minimise the risk of infection including additional regular cleaning and regular stringent hand washing due to the handling your orders.

- If coming in to see us, we will speak with you while keeping a safe distance (1.5mtrs) outside the workroom entranceway if wet (it's undercover) or at the BBQ table when fine, since the shop space is just too small to maintain this safe distance.

Contact reduction

- To reduce face-to-face interactions and adopt a contact-less approach, we are more than happy to courier* orders out as required if you would prefer not to come in. Please note there is a charge for this service.
- You are also more than welcome to courier your items to us for printing too. If you want us to courier your goods, please note our courier provider has made changes to their deliveries. All deliveries now have a blanket Authority to Leave service. You can view their updates here: <https://www.aramex.co.nz/services/service-updates/> - please advise us if you have special instructions of where to leave your delivery's and we will add that for the courier's attention.

Courier Options

If couriating your items to us ... please mark clothing with *Sellotape* (we recommend invisible tape if you have it) to show where you want printing to be positioned **before sending** since we can't do this together in person. Please send all couriered goods to:

5 Tukes Place, Greenmeadows, Napier 4112

When sending goods to us, here are two service options we recommend using

1. You are welcome to register and use the self-service system of **myFastway** (now Aramex) for sending your parcels: <https://www.aramex.co.nz/tools/myfastway/> - your local courier will then come to collect your parcel from you – the parcel can just be left at the front door etc or where he/she can see it on arrival. A credit or debit card will be required for this service.



2. Alternatively you can use the service of **ACE Deliverys Ltd** to collect and deliver on your behalf (Hastings/Napier only), just contact Margo or Steph & they will look after you: <https://www.facebook.com/ace.deliverys.napier/> for their contact details.

The rest we should be able to sort out via email or Facebook messages. During these times, we are happy to provide mockup' s by email to confirm everything before going ahead with your order.

If you wish to still come and drop off your order in person, please leave them on our shelf just inside the undercover shelter outside the workroom door where they are safe and dry. Please be sure to **deliver all items in a bin or a re-useable bag** so we can spray the handles before moving them to overnight storage before handling your goods – we will not handle garments left loose on the shelf! The virus is known to remain for a few hours on all surfaces!!

Most of our suppliers have assured us they have plenty of stock on hand. For those items that may run out locally here in NZ, they are able to order them in from their other warehouses located in other countries like Australia for us.

For further Ministry of Health updates: <https://www.health.govt.nz/news-media/media-releases/>

If you have any questions or require further information, please do not hesitate to contact me: ang@picknstickdesigns.co.nz

Yours sincerely

Ang Low

Owner/Manager