

Good Afternoon,

As the Coronavirus continues to spread throughout our business area, we are continually working on plans to continue serving you, your needs and those especially in the Health Care industry and First Responders.

We have begun and are continually working on measures to allow our Customer Service Staff and others to work remotely, to protect their health, in a modified manner while still providing the quality service that you expect from our teams. To help accomplish this and to alleviate the burden:

- 1) We ask that if you have an order or question AND you have an Account Manager assigned to you, that you reach out to him/her directly.
- 2) We've established a Customer Service Text number. Feel free to text your orders or questions.

The Customer Service Text number is 313-825-6190.

Should you need someone from Customer Service to get a hold of you, please text your name, company name and contact number (if different from the number you texted from) and someone will respond in the order that the text was received.

- 3) We ask that if you are already a Web CSS user, this is the preferred method of ordering.
- 4) Customer service can be reached at: customerservice@alliedeagle.com

Please note: If you are placing orders for will call, all pickups are assigned a time slot to pick up. Someone from Customer Service will communicate with you the date/time that you will be able to pick up your order.

As always, we appreciate your trust in us, our fabulous employees and our commitment to providing value to your company.

How to place orders:

- Contact your Account Manager
- Text: 313-825-6190
- Web CSS (for users already set up)
- Email: customerservice@alliedeagle.com