

April 17, 2020

Dear customers, most importantly, we wish you and your family good health during this public health crisis. We hope that soon we will be able to return to normalcy, but for now, we are focused on serving your needs while taking every precaution to safeguard the health of our customers and associates.

FUR STORAGE AND SERVICE: We have had many inquiries regarding fur storage and service. With warm weather soon to be upon us, we are finalizing plans to safely bring your furs into storage. Until shelter in place and similar measures are relaxed, we will operate as follows beginning Monday April 27, 2020.

Curbside drop off - we will be accepting curbside drop off of garments. Please call in advance so we can be ready for you. Or simply call the store when you arrive during business hours. Here is the curbside drop off process:

- Please take garments off hangers and out of garment bags.
- Please check your pockets for personal belongings.
- Please have your furs in the trunk or back of your vehicle so you can pop your trunk and our associate can retrieve them without physical contact.
- We will take the garments in and prepare them for inspection and storage.
- We will send you a storage receipt by ***email or text***, so please provide that information.
- We will inspect your garment and contact you with our results and let you know if we have found anything that needs attention.
- We thank you for your continued patronage and all look forward to getting back to normal asap. Stay well!

Pick up from Home or Office

- Contact the store to schedule your pick up
- Our driver will call upon arrival
- You may hang the garment outside on your door handle or make another arrangement to pass the garment without contact.
- We will send you a storage receipt by email or text so please provide that information.
- Inspection will proceed as detailed above.
- Pick Up service for this season will be FREE OF CHARGE within the market area. Give us a call and we'll

It is our sincere hope that we will soon return to normal operations when it is safe to do so. We're eager to get back to the work we love and to see your smiling faces again! Until that time, we will operate as outlined above taking great care to safeguard your health and that of our people.

Your Friends at Koslows Furs_____