

COVID-19 UPDATE: shipment options for states with restricted delivery March 23, 2020

Various state governments have enacted restrictions prohibiting most commercial activities; it is anticipated that more will in the coming days. In states where these mandates are in place, our shipping carriers are reporting delivery challenges due to these restrictions. Therefore, we are reaching out with options to help you manage your in-bound shipments.

UNLESS you advise us otherwise, we will continue to ship your orders to the address you have provided.

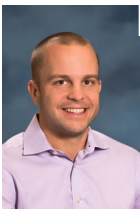
However, should you desire to minimize delivery issues and enact other arrangements, you have several options:

eOrders and TouchPoint: You can request an order hold by placing the request in special instructions.

Phone orders: Request a hold at the time the order is placed.

Block all shipments: email cbgcredit@custombrandsgroup.com with your account name and number; a block will be placed on your shipments until you provide further instructions.

We are here to help you carefully manage the orders you have already placed or will place, and to provide you with complete order status visibility.



The entire CBG team thanks you for your support and your continued patience as we work through the many short-term challenges necessary to keep us safe. You have our commitment to stay connected with you throughout this period.

Stay safe and stay well.

Best regards,



Michael Discenna
Vice President, Customer Experience