



Dear Friends –

Everyone here at the Legacy family of brands knows that these are trying times for small businesses like yours. We hope you, your employees and your families have been able to remain healthy during the COVID-19 pandemic.

The Massachusetts governor has issued a **state-wide mandate** requiring all Massachusetts residents and non-essential businesses to **stay-at-home** to protect residents from the spread of COVID-19 beginning at **noon on March 24th through noon on April 7th**. Therefore, as a result of this mandate, the Legacy facility will be **CLOSED effective 5:00 pm on March 23rd until 9:00 am on April 8th** or until the stay-at-home order has been lifted. This includes our *Seedlings* and *Prayer Life* brands, as well.

RETAIL ORDERS:

- ✓ We will not be able to process any consumer orders until we re-open. We hope you will visit our website and place orders once our retail website is active again.

CONTACTING US (WHOLESALE CUSTOMERS ONLY):

- ✓ Wholesale customers: if you need assistance with any orders you have submitted to us, you can certainly feel free to contact us directly but we encourage you to take advantage of the skills of your **local sales representative**, who can serve as a single point of contact to all of the lines you work with through them.
- ✓ If you (or your sales representative) do need to contact us, we have dedicated staff monitoring our phone line and email.
- ✓ Contact Legacy by phone at (800) 322-3866 or (978) 368-8711 (outside the US), by fax at (978) 368-7867 or by email at orderdesk@shoplegacy.com. If you have a billing/invoicing/payment question, please contact Judy Nieves at j.nieves@shoplegacy.com.

Please be patient with us as we respond, because we will have limited staff available during this mandated shutdown.

WHOLESALE ORDER/ACCOUNT INFORMATION:

If you do need to reach out to your sales rep (or us) about an order, please be sure we get as much of the following information about the order as possible, so we can respond as quickly and efficiently as possible:

- Account Name or Account ID (if you know it)
- City/State of Account Location
- PO # of Order
- Order Date
- Your phone number in case we need to contact you, especially if you are working from home.

Just providing an account name (or partial name) is not enough, because we very often have several accounts using the same name.

WHOLESALE ORDER HOLDS/SHIPPING:

- ✓ Because of the shelter-in-place order, we will not be shipping any orders until we re-open.
- ✓ We will ship all ASAP orders as quickly as possible once we re-open. This includes any orders that have requested ship dates that have passed by the time we re-open.
- ✓ We are happy to place any existing orders on hold or move out your ship date if you need us to do that for you. You can contact us (or your sales rep) as noted above.

Please know that our thoughts and prayers are with you, your employees and all of your families during this time of crisis. We will all get through this together. Thank you for being a part of the Legacy, Seedlings and Prayer Life family.