



March 25, 2020

Subject: H&D Counter Sales Closure Due to COVID19

Dear H&D Customers,

As you may already be aware, on March 22, 2020 Dallas County ordered all residents to shelter in place. This order is effective 11:59 p.m. on March 23rd. Based on the definitions provided in the order H&D is considered an essential business and will therefore remain open. However, in an attempt to limit exposure and protect both our customers and our employees our sales counter service will be modified, effective March 25th. We will continue to service both will call customers and counter customer but customers will no longer be allowed to enter the building. The process for dropping off samples and picking up orders is outlined below.

1. If you are dropping off samples to be sized up please place your samples in an empty tote outside of our customer entrance. Please include your name and phone number with your samples. Please call H&D at 214-351-1251 to let a CSR know that your samples are ready for us to retrieve. We will notify you by phone when your order is ready for pickup. We are currently shorthanded so please allow at least 2 hours for order processing.
2. Upon arrival at H&D for order pickup please call 214-351-1251 and notify the Customer Service Representative that you are here for pickup. Please provide the company name as well as the make and model of the vehicle that you are in.
3. During this period, we are no longer accepting cash as a form of payment. Payment for your order will need to be processed over the phone (credit card or open account terms).
4. After payment has been processed, an H&D team member will deliver your order to your car as quickly as possible. Your patience is greatly appreciated.

Please contact one of our Customer Service Representatives at 214-351-1251 if you have any questions. Our intent is to continue to service our customers daily.

On behalf of all of us at H&D, we apologize for any inconvenience this may cause and thank you for your understanding.

Best Regards,

A handwritten signature in blue ink that reads 'Derek Fay'.

Derek Fay
President