




*Hello Friend:*

In light of ongoing global health concerns, we want you to know that our first priority is the health and safety of our customers and team members. To help protect them, we're taking precautions that require a little extra time.

Our Customer Service Representatives are working at safe distances, taking calls and answering emails. Please note response time may be longer than usual. Also, our Fulfillment Team is working at safe distances to ship your order, but it could be delayed.

We appreciate your patience and will send an email when your order ships. But, please stay in touch through [service@grandinroad.com](mailto:service@grandinroad.com). To find the status of your order, click the order status icon  at the top of the homepage.

Thank you for understanding. Take care of yourself, your family and your friends during this time!

Sincerely,

*Your Friends at Grandin Road*