



**Thank you for your business! We are proud to be fulfilling your orders and are working hard to meet and exceed your expectations.**

- **Orders are being processed on standard 5 day production; 24 Hour and 3 day Rush MAY be available, please contact us at [CustomerService@keystoneline.com](mailto:CustomerService@keystoneline.com) prior to placing your order to confirm.** Please email orders to [orders@keystoneline.com](mailto:orders@keystoneline.com) with your art, or send art to [art@keystoneline.com](mailto:art@keystoneline.com)
- **Please note that the fluid situation around Coronavirus may impact production, inventory arrival and transit times. Please be sure to advise us of firm in hands dates and allow ample time.**
- **Please email [customerservice@keystoneline.com](mailto:customerservice@keystoneline.com) for the most prompt response for all questions, including order status.**
- Please send any SAMPLE requests to [samples@keystoneline.com](mailto:samples@keystoneline.com) and note if rush turn time required.

Administrative staff is working from home, and production staff on premise is working within all recommended guidelines, including social distancing, to assure a safe work environment. We continue to monitor all CDC and State of PA guidelines to stay current with all best practices. Sanitizer, gloves and masks are provided for all production staff, and we have increased our cleaning methods to ensure a sanitized workplace. We have guidelines to assure that when handling products for imprinting and packing, appropriate measures are taken to minimize potential contact with the virus during our process. No visitors are allowed at this time in our facility, and customers who come for order pick up must remain outside the building.

**Please stay healthy and well, and let us know ANYTHING we can do to help you and your customers as we all work together to reactivate our economy safely!**

Kippie Helzel  
Sr. VP, Sales

*August 1, 2020*