

## **Lois' Natural To Go with Curbside Pickup**

In an effort to reduce close contact with other shoppers and our staff during this time we will be offering customers the opportunity to **pre order** for Curbside Pickup.

Please be patient with us as this is a new interim program for which we have not yet worked out all the details, but we want to implement immediately to help continue to make your shopping experience as safe and efficient as possible.

You may call, text or email your order to either one of our locations. Please follow the instructions below for contact phone numbers, times and process for ordering and pick up. Please be as specific as possible in describing the items you would like. Our designated shoppers will do their best to pick the items you have chosen, but please be aware that we are experiencing shortages on some products and may be out of stock on some sizes, flavors or variations of the product you request. You should specify whether you will allow substitutions or not.

We will be **suspending our return policy** for the interim period.

We may also need to limit the number of shoppers in the store at any given time. Please respect this and please allow 6 feet of social distancing whenever possible while shopping in the store. We are confident our Associates can continue to service your needs for natural and organic food during this time. We just all need to work together toward this end.

Thank you,  
Lois and Dan

### **Procedures for placing a To Go order are as follows:**

#### **For Scarborough Pickup:**

Call or Text our To Go Order line: 207-653-6244 or  
Send an Email to [ScarboroughOrders@loisnatural.com](mailto:ScarboroughOrders@loisnatural.com)

#### **For Portland Pickup:**

Call or Text our To Go Order line: 207-653-1067 or  
Email the store at [PortlandOrders@loisnatural.com](mailto:PortlandOrders@loisnatural.com)

Orders can be picked up between 1pm – 6pm, Monday – Saturday.  
Orders must be placed by 10am for same day pickup between 1pm-6pm.  
Order placed after 10am will be available for pickup the following day between 1pm-6pm.

#### **For Phone Orders:**

To place your order by phone please call the location in which you wish to pick up your order and an Associate will be happy to assist you. If calling after hours, please leave a message with your full name, phone number and the items you wish to purchase. An associate will call you between 8am-10am the next day to confirm that your order was received, get your credit card information for payment and let you know when it will be available for pickup.

#### **For Email or Text Orders:**

To place your order by text or email please use the above order line number or email address for the location in which you wish to pick up your order. In your message please provide your full name, phone number and list the items you wish to purchase. Please use as much detail as possible such as brand, size, flavor, weight or quantity of each. Also, let us know if you would like us to substitute items if your original choice is not available. An associate may call you with questions if needed. An associate will call you between 8am-10am the next day to confirm that your order was received, get your credit card information for payment and let you know when it will be available for pickup.

#### **Curbside Pickup:**

Upon arrival at the store, call the To Go Order line phone number and let us know you have arrived and an associate will deliver the order to your car.