RELYCO
WILDLY RELIABLE

May 2020

During this time, we ask that all customers:

- Pay special attention to the address you're shipping to and double-check that the location will be open to receive the shipment
- If your location was closed or had limited hours at any time, but is now open, please call FedEx* and UPS** to make sure the location is not on their closed list
- Provide a phone number that the shipping carrier can call if they need to reach you during delivery
- Let us know if you need inside delivery

Due to the COVID-19 pandemic, we understand that many locations may have temporarily closed, limited their hours or moved.

For many shipping carriers, if they try to deliver to a location and no one is available, they will automatically return the shipment to us and will charge a fee for the return freight. This will result in increased charges to you for the returned freight fee and any subsequent freight. Unfortunately, these are not fees that we determine or can waive.

To avoid these issues, please confirm your address, make sure carriers know the location is open, provide a phone number and make sure to contact your sales representative or our customer service team with any questions. We appreciate your understanding during this unusual time. We wish you all the best for safety and health.

Sincerely,
The RELYCO Team

We suggest you call your local FedEx terminal. If you're unable to determine that number, call FedEx at 800.762.3725 and ask to speak to a customer service representative. FedEx also now has a downloadable and editable form for customers to complete and display at their business entrance. This form serves to communicate business hours, open or closure information and delivery instructions to FedEx drivers. You can find it here: https://www.fedex.com/en-us/coronavirus.html

**We suggest you call your local UPS terminal. If you're unable to determine that number, call UPS at 800.742.5877 and ask to speak to a customer service representative.*