

Stuller Update on COVID-19

A Letter From
Our President



Dear Stuller Partner,

We have been amazed and in awe of the multiple stories we've heard from a number of you regarding your Herculean efforts to get your business up and operating in 'the new normal'. At Stuller, we have been laser focused on returning to full operational capabilities – while putting in place detailed and vigilant safety and wellness policies – in order to help you meet the challenges ahead. **I'm happy to say that we're fully back!**

In addition, we are pleased to announce that we will offer **free shipping** on all orders over \$100 beginning today April 27, 2020, and lasting through Mother's Day, May 10, 2020. [Please click here to learn more.](#)

As we partner with you to rebuild our businesses together, we understand the value of every transaction. You can count on us to deliver the consistency and dependability that you've come to expect with a little *lagniappe* (a little extra) in every package.

Click below to see how our teams have been working hard behind the scenes to get up and running for you.

Danny Clark
President

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Dear Stuller Partner,

Over the next few weeks, depending on your business location, markets will begin slowly reopening. We understand the multiple challenges this creates as you seek to balance the safety of your customers and employees with the desire to get your livelihood thriving again. At Stuller, we have been diligently preparing to meet your needs, whatever they may be. Our service levels have been fully restored in the following ways:

1. Phone services and Live Chat are operating from 8:00 a.m.-7:00 p.m. CDT. Please call us at 1-800-877-7777.
2. As always, Stuller.com is available for you 24 hours a day, 7 days a week.
3. Manufacturing services, including casting, metal fabrication, stone-setting, engraving and CAD/CAM, are restored and ready to assist.
4. Beginning today, April 20, we will be shipping your orders out on a daily basis, 5 days a week.

We are ready to accept and process your [diamond](#) and/or [metal](#) clean scrap, as we're aware that gold markets have hit recent highs. We know that this may be valuable to you as you work to reignite your business. We also recognize that there's a new

normal that everyone is working towards. Our goal is to make it easy for you by providing the quality, speed, and service you've counted on from Stuller for 50 years.

Danny Clark
President
Stuller Inc.

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Dear Stuller Customer,

We trust this note finds you safe and well.

Like you, we are doing a lot of thinking, planning, and hoping that these next few weeks will create the space needed to reengage with each other. At Stuller, we have focused our efforts on a few critical areas in order to give us the best chance to support your needs, whatever they may be.

1. What we are doing for employees

- Our top concern is ensuring the health and safety of our employees.
- We made multiple process updates to deliver enhanced cleaning services and created more social distance between work stations.
- We invested in PPE, such as masks for our employees, and began temperature checks upon entry into the facility.

- We established a **'work from home' process** for all jobs that can be completed from a home office.
- For roles that cannot be completed from home, we **established work shifts** to keep the departments under ten employees at a time.

2. What we are doing for our customers

- Our phone, chat, and Stuller.com services are running normal operating hours Monday-Friday from 8:00 a.m.-7:00 p.m. CDT.
- **This week, we are delivering in stock orders placed since our 'stay at home' proclamation began on March 23, 2020.**
- Going forward, **beginning April 14, 2020, we are shipping all in-stock items.**
- We are delivering our Mother's Day brochure to all businesses operating at this time.
- We are rebuilding our capabilities to ship made-to-order products and will be **fully capable by May 4, 2020.**

For 50 years, our passion has been serving you by providing quality, speed, and unmatched service. We cherish the relationships we have formed over the decades and are steadfastly committed to serving you in the decades to come. It's impossible to imagine everything that you may need as your business begins to emerge from this crisis. Please reach out and let us know how we can help. You can count on us.

Danny Clark
President
Stuller Inc.

New information as Stuller Resumes Shipping In-Stock Items

Open for Business



We're Open & Shipping



Stuller is open and operating with smaller teams. **What does this mean?**

In order to stay compliant with social distancing practices and to do our part in helping avoid the spread of COVID-19, we have reduced the number of staff that will be in the building working on your orders. We have also implemented a work from home strategy to help our associates maintain the level of customer service you are accustomed to.

Our top concern is ensuring the **health and safety of our associates and customers.**

When will Stuller be shipping available product?



We have resumed standard same-day shipping operations. Please visit [Stuller.com](#) for our latest shipping offer.



Please check your **Order History for live tracking** on each of your orders as they ship.

Made to Order

Timeline Ship Date: Friday, May 15

In Stock

Timeline Ship Date: Tuesday, April 14



How will I know when an item can ship while placing an order?

Stuller has returned to normal business operations, however some of our "Made to Order" items have slightly extended lead times. Our Product Management team has updated the estimated ship date on Stuller.com by item to show the correct lead times.

How can I easily search for "In stock" items on Stuller.com?

After searching for an item on Stuller.com, you can easily narrow your search results to only In Stock items by toggling the In Stock feature on.



Why am I seeing different ship dates on Stuller.com for each of my orders?

Our team is working diligently to fulfill your orders as soon as possible. The estimated ship dates on Stuller.com will reflect the lead times associated with each item.

If you have a question about a specific item on an open order, please call 800-877-7777, chat with us live, or email sales@stuller.com for assistance.



What if I had a package returned to Stuller because my business was closed?



We have accepted these packages back from the shipping carrier and will **keep them safe until you are able to receive them.**

If your package was returned to Stuller, we will be reviewing your Hold Shipments preference to determine if we can resend. Please make sure this is updated in your My Account Settings on [Stuller.com/MyAccount/AccountSettings/ShippingManager](#)

Our **customer care team** will attempt to reach out to any customers with returned packages prior to resending. Please call, chat, or email us with your order number and/or tracking number if you have any questions about an undeliverable package.

I sent a package to Stuller with returned items. When will this be processed?



Our **returns team** is also back to normal, reviewing and processing returns. If you have any questions about a returned package, please call us or chat with us live on [Stuller.com](#).



If you initiated your return online at [Stuller.com](#) and put your return ID on the outside of your package, **THANK YOU!** This is greatly appreciated and will allow us to process your return more efficiently.



If you need to return product to Stuller, we recommend starting your return on [Stuller.com>Returns](#). We offer the option to purchase a return label or use your own. This is the most effective way to ensure timely processing of your return.

I live in the Acadiana area and have a pickup that is ready. **When will I be able to pick up my orders?**

Monday - Fridays
8am to 5pm CT.

Stuller will be featuring a new curbside service! **Please call 337.262.7722 to schedule your pick up date and time.**

Using the driveway on West School Road, go to the back side of the building at **Entrance 4.**

Call the same number, 337.262.7722 when you arrive and we will bring your order out to you.



As always, our Customer Care teams are here to help you! **Call us at 800-877-7777, chat with us Live, or email us at sales@stuller.com** for assistance.

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Our President



Dear Stuller Customer,

First and foremost we hope this note finds you and yours safe and sound. These are trying times and we are aware that you are operating, if able, under a difficult set of circumstances and we want to find new ways to help you. **Beginning the week of Monday, April, 13th, 2020 we will resume shipping available in-stock items. In addition, we will begin to rebuild our capabilities to deliver custom and manufactured items, with plans of being fully capable by May 4th, 2020.** For decades Stuller has prided itself on same day shipping with the quality and service you've grown to expect. We are operating with smaller teams as Louisiana continues to battle the virus. This will require us to use next day shipping as our "go-to" on an interim basis. With that said, should you have the need for a same-day package, please let us know and we will make it happen.

We deeply appreciate your patience with us and we value your support over the decades. **You can continue to place your orders via Stuller.com and our phone services, 1-800-877-7777, along with chat services are available during our normal operating hours from 8am-7pm CDT.** In addition, we have created a [Frequently Asked Questions](#) list that you can use as

a reference. You can find that on our [Stuller blog](#).

The pandemic and its impact on individuals, communities, and businesses remains fluid. It seems like every twenty-four hours brings about a new set of circumstances that requires new decisions. Please know that we are actively seeking ways to support you. In the last two weeks, we have answered hundreds of inquiries and received huge support from you and your teams. Thank you for your words of encouragement and we will find a way together.

Danny Clark
President
Stuller Inc.

Stuller Update on COVID-19

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Our President



Dear Stuller Customer,

Stuller has just completed the first week of a three week 'stay at home' proclamation delivered by the Louisiana Governor. It is our hope that following this proclamation and heeding the advice of the CDC that we will help slow the spread of Covid-19. We have numerous associates working from home and we are doing all we can to support you during these trying days, albeit in a limited fashion. Our scheduled re-open date is Monday, April 13th, 2020. This is a fluid situation and we will keep you informed of any changes in our status. We have been receiving orders from you and are looking

forward to returning to our full capabilities as soon as we can.

We are passionate supporters of your business dreams and we will make every effort to partner with you along the way back. In the meantime please remember that you can place orders with us via stuller.com or by calling 800-877-7777. In addition, we have created a Frequently Asked Questions list based on what we've been asked multiple times in the last week. You can find that on our [Stuller blog](#).

We take heart knowing that there will be brighter days ahead. The jewelry industry, our love and foundation, has seen everything by now. And through the centuries, the craftsmanship, the beauty, the sentimental value, and the flow of product throughout the world has continued. Thank you for your patience with us during this time and we look forward to serving you fully again in the near future.

Danny Clark
President
Stuller Inc.

Frequently Asked Questions during COVID-19 Closure

COVID-19 Closure
Frequently Asked Questions



General

- **What are Stuller's operating hours?**

Stuller has resumed normal operating hours and will be open from 8am to 7pm central time Monday through Friday.

- **How will Stuller be contacting me regarding any questions about my order?**

Stuller will be sending regular emails with updates and calling you on any questions regarding your order. Please make sure your contact information is up-to-date on your Stuller.com account by clicking [here](#).

Fulfillment & Shipping / Delivery

- **Are Stuller customers able to order and receive product?**

YES! Login to Stuller.com or call 1-800-877-7777 and select option 1.

Stuller has resumed normal shipping operations including same-day shipping!

- **What items will Stuller be able to fulfill?**

Stuller has returned to normal business operations, but some of our "Made to Order" services have slightly extended lead times. The correct lead time by item will be reflected in the Estimated Due Date when ordering on Stuller.com.

- **If my business is closed can you redirect my package or hold it?**

Yes! You can login to your Stuller.com account and under your My Account settings select to Hold Shipments until a certain date. Or you can call 1-800-877-7777 and select option 3 to have your package re-routed or have us hold it until a later date.

- **Will Stuller allow for drop ships to home addresses if**

businesses are closed?

We are advising customers to select the drop ship address option when placing an order to change your shipping address.

To help our **Stuller First** customers, we will honor the Stuller First shipping rate even if you elect to Drop Ship to a different address such as your home address **during this time only**.

● **Will CAD/CAM still be taking custom orders?**

Yes! Please Call (1-800-877-7777 ext 3804) or Chat with us online by selecting the Live CAD/CAM Chat function to get a quote on your custom order request. Once your quote has been accepted, we will process and let you know the production time to complete your order.

Returns

● **If I return an item to Stuller, will someone be able to receive it?**

Yes, we are processing returns at Stuller. We are strongly recommending that you start your return on our [Returns page](#). We offer you the option to purchase a return from us or start the return process using your own return label. This is the most effective way to ensure timely processing of your return.

● **The carrier attempted to deliver my package, but I was not there and now it was returned to Stuller. What happens next?**

Stuller has sent out all packages that were returned to Stuller as undeliverable. If you turned on the "Hold Shipments" feature on your Stuller.com account, these packages are safely stored at Stuller until you are ready to receive your package. Please call 1-800-877-7777 option 3 if you have a question about a returned package.

Finance Questions?

Our Customer Finance team is available during normal business hours (8am to 7pm central daylight time) to answer any of your financial questions regarding your Stuller account. To reach them, please call 1-800-877-7777 and select option 4 or email them at customer_finance@stuller.com.

● **If you are inquiring about making a payment, you can do so by one of the following ways:**

–For the quickest and easiest way to pay your Stuller invoice, please login to your account on Stuller.com and select the Pay Bill option under the My Account tab. There you will be able to select open invoices and submit your payment.

–You can also mail a check to Stuller, Inc. at P.O. Box 87777, Lafayette, Louisiana 70598.

–Call the Customer Finance team during our current business hours from 8am to 7pm at 1-800-877-7777 and select option 4.

Conditional Review Items (Memo)

My items on conditional review (memo) are due back to Stuller.

● **I sent back a memo item and it has not been processed yet. Will I be invoiced?**

We have stopped the invoicing process for the memo items at this time. Stuller is processing returned memo items as soon as possible. For items that were out on conditional review during our closure we will automatically extend these to allow for our team to process in a timely manner.

● **When will I be invoiced?**

We will resume invoicing when we are able to return to normal operations on May 11th.

● **I would like to purchase an item on conditional review. Am I able to do that?**

Yes! If you would like to purchase an item you have on conditional review, please feel free to Chat with us online, Call us at 1-800-877-7777, or email us at sales@stuller.com.

As always, our Customer Care teams are here to help you! Call us at 1-800-877-7777, chat with us Live, or email us at sales@stuller.com for assistance.

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Our President



Dear Stuller Customer,

For fifty years Stuller has, with joy, strived to serve our customers by delivering quality products, on time, and with friendly service. Our nation's battle with Covid-19 has caused all of us as citizens to step back from our normal routines and focus on what we can do as individuals and businesses to defeat this virus.

The state of Louisiana has been placed under a "stay at home" proclamation from our governor and we will comply with that directive beginning today, **March 23, 2020**, at **5:00 pm**. Due to this proclamation, Stuller will only be able to process and ship orders for in-stock items placed prior to **1:00 PM CDT** today. This order will stay in place until **April 12, 2020**, and we hope to resume normal business operations on **Monday, April 13, 2020**.

We are rapidly working to fill all orders today and will be

reaching out to you if there is a concern on a particular order. In addition, we are working through a number of operational challenges and will be communicating with you throughout the week as our plans evolve.

At this time, we remain committed to servicing your urgent needs through the phone and live chat. We will have a limited staff of Customer Care associates available from **10am – 5pm** CT for general questions. Please visit stuller.com for further updates.

It is difficult for us to be unable to fully serve your account during this time. Our long term relationship with each of you is our most precious asset. We will stand tall at this moment and do the right thing for our country, our state, our industry, and our employees and with anticipation look forward to the day when we can serve you once again.

Danny Clark
President
Stuller Inc.

We Are Here to Help: Stuller is Still Shipping

We're Here For You



We are receiving inquiries about delivering packages to areas that may be closed due to COVID-19.

During this time, our shipping carriers such as FedEx and UPS are still in operation and we plan to continue to send out your orders as promised. If you have made the decision to close your business as a result of the COVID-19 coronavirus or your local government has mandated a closure and you would like for us to hold your orders, we can set up your account to do so. To request this, please call 800.877.7777 and select option 3.

Stuller is open and operational for all of your needs through our normal channels of chat, phone, and email. To stay updated on Stuller's action plans regarding the COVID-19 coronavirus, please visit [Stuller.com](https://www.stuller.com) and click on the banner at the top of the page.

Stuller Update on COVID-19 Actions

A Letter From
Our President



Dear Stuller Customers,

At Stuller we value the long bond between our customers and associates. In the last two weeks we have undertaken a number of initiatives designed to protect the welfare of everyone connected through us in the jewelry industry.

As a business partner and employer, we understand how

important it is for us to be able to serve and respond to multiple needs during this trying time. We are actively managing our supply chain, manufacturing lead times, and distribution capabilities and are ready to deliver the reliability that you count on us for. As long as the news continues to evolve at a rapid pace we will keep you informed as to our actions here at Stuller.

What We Are Doing:

- We have formed a COVID-19 task force to closely monitor information provided by the Centers for Disease Control (CDC), Louisiana Department of Health (LDH) as well as other federal, state, and local agencies. We want to ensure our actions are consistent with the latest guidance provided by the CDC, LDH and other authorities.
- We are encouraging proper hygiene among all Stuller associates and any visitors we may have. Hygiene reminders, containing CDC workplace recommendations, are also posted and on our video monitors throughout our facilities.
- Hand sanitizer stations and wipes have been placed at all entry points and throughout our facilities. We are also conducting a facility-wide air filter change and continuing to introduce fresh air into our workplace.
- We are reducing associate travel to only those absolutely essential meetings. Stuller customers and associates are encouraged to utilize video conferencing and other technologies to conduct/ attend off-premises meetings and conferences. Internally, associate meetings are limited to no more than 10 attendees, with only necessary persons present.
- If any associate or visitor displays symptoms of coronavirus they will be asked to leave the facility until they are cleared by a doctor to return.
- Visitors to our facilities will be very limited. Those admitted should be prepared to answer COVID-19 related

questions before entry. Those with heightened risk factors or displaying visible signs of sickness will not be able to enter the facility. If you have a planned visit to Stuller please check with your Stuller contact before making travel arrangements.

During this time of uncertainty, the safety and health of Stuller's customers and associates, their families, communities, and vendors are our top priorities. We believe remaining well-informed, taking proactive measures, and utilizing the latest advisories from the CDC, LDH, and the medical community are the best ways for us to minimize the impact of the virus. Our thoughts and prayers are with anyone affected by this disease.

We will continue to dedicate significant time and resources to monitor this evolving situation and protecting those we serve and employ.