

# Important Stuller Update on Cyber-Attack Response (12/3)

A Letter From  
*Our President*



Dear Stuller Customer,

We are happy to announce that today marks the return of same-day shipping on in-stock items. We are deep in inventory and you can place your orders with confidence at 1-800-877-7777, utilize [Stuller.com](http://Stuller.com), or chat with us. We cannot thank you enough for your patience these last few days.

Our phones have been very busy – thanks to you – and are fully operational. Today, you may experience longer than usual wait times as we ramp up our service levels. Remember, you can always gain speed on [Stuller.com](http://Stuller.com) or via chat. We have been able to resolve our invoicing issues, and your invoice will be included with your order.

We are still working through a few CAD/CAM issues and expect to have them resolved promptly.

At Stuller, we have a deep belief in the beauty, the endurance, and the sentimental value of jewelry. We admire the artisans and merchants of these noble products and cherish the lasting memories that are created through our connections with you. This week, we have fought for ourselves and have equally fought for you. Today, we are deeply grateful to our talented team of professionals that have enabled us to do what we love – serve you.

Danny Clark  
President, Stuller Inc.



A Family Affair: Matt, CeCe, and Alex Stuller help sort and ship orders from Stuller headquarters in Lafayette, Louisiana. (December 2, 2020)