

## We're coming back better than ever.

### ReStore Reopening Update

During the week of May 4, 2020, our Board of Directors approved an initial multi-phase reopening for our Sheboygan ReStore. An overview of the first three phases are below.



#### **Phase 1: Online Sales with Contact-less Pick-Up - Resumes May 13**

Prior to our closure in March, our ReStore began listing product through Facebook Marketplace. We are excited to share that we will resume listing product on Facebook Marketplace on Wednesday, May 13 as part of our Phase 1 reopening strategy for the ReStore. We will also launch a landing page on our website where you can view all Facebook Marketplace listings in a single location. Because we don't have a POS system

which allows for online checkout, customers will still need to call us to checkout by phone. During checkout, customers will also schedule a time for contact-less pick-up of their purchase. We are so excited to be able to offer this service as part of our Phase 1 Reopening Strategy.

#### **Phase 2: Business Donation Pick-Up - Resumes May 19**

While the ReStore has remained closed to the public we were incredibly touched to learn that many of the ReStore's long-time corporate partners have been holding donations to be ready for us when our truck can make pick-ups again. We are thrilled to announce our ReStore corporate donation pick-up schedule will resume beginning next Tuesday, May 19th! We will begin scheduling pick-ups on Wednesday, May 13. To schedule a pick-up or ask questions, please call the ReStore at 920-452-4175 or email [loveinaction@habitatlakeside.com](mailto:loveinaction@habitatlakeside.com).



Please note, with only one truck available and without our usual volunteer muscle, we are unfortunately unable to accommodate residential donation pick-ups or drop-off donations at this time but we are working on plans to resume those services soon.



#### **Phase 3: The ReStore Reopens for Shopping and Donation Drop-Off**

The most frequently asked question while we have been closed is when we are reopening for shopping and donation drop-off. While this could change as quickly as the circumstances surrounding COVID-19 change, our plan right now is to reopen the ReStore for shopping and donation drop-off on Wednesday, May 27. This piece of our reopening strategy requires the most prep work and precaution to ensure that staff, donors and

customers all stay safe. When we do reopen, we will have:

- Reduced shopping hours
- Reduced donation drop-off hours
- Store capacity starting at 10 shoppers, no children under 16
- Hourly cleaning procedures
- New donation guidelines and drop-off procedures

We look forward to sharing more details with you in the coming weeks!

### Questions?

Please call our ReStore at 920-452-4175.