



**POUNDEX ASSOCIATES CORP.**

21490 Baker Parkway, City of Industry, CA 91789  
Tel: (909) 444-5878 • Fax: (909) 444-5898

To All Valued Customers,

Due to growing concern over COVID-19 and coping with the Safer at Home order, Poundex is taking measures to adopt contactless order taking.

Starting April 20th, 2020, all orders will be by appointment only under following conditions:

1. Order Placing - Email & Fax only sent to **appointment@poundex.com / 1-909-444-5898**.
2. Pick up - Upon receiving your order, Poundex CSR will contact you to schedule for pick up.  
Please be patient and do not stop by without an appointment.
  - a) Please indicate your contact information (Phone or Email) with the order, this will help to expedite your service.
3. Payment method - **Credit card on file or wire transfer / ACH only**. (Please download the credit card authorization form under resource tab).
4. **Walk-in, phone, web orders are not accepted at this time**. Showroom and office are closed until further notice.
5. To reduce traffic and gathering, we will prioritize orders in an amount of **\$1,500.00 or greater**.
6. Face mask or facial covering is required at all times during pick up (by the L.A. County law)

This process will continue until further notice, and we appreciate your understanding and cooperation