

SKS UPDATE CURBSIDE PROCEDURES

The Balloon Depot - Mississauga Location



1. Please place your order On-Line through our Customer Connect Portal, by phone or by fax. Orders will be processed in the sequence they are received.
2. Curbside orders will be ready for pick up generally within 24 hours.
3. As difficult as this is, we cannot add to an existing pick-up order once it is invoiced. Any new items will have to be put on a new order in picking sequence with other customer orders.
4. Unless you already have terms, orders **must be pre-paid**. Unfortunately, no debit or cash can be accepted for pick-ups. You may pay by e-Transfer (etransfer@sksnovelty.ca) or credit card. Please indicate your preferred method and provide any credit card information we may need.
5. *You must be notified that your pick-up is ready **BEFORE** you can proceed to the Mississauga location. We will call or email when your order is ready.*
6. Once notified, proceed to the rear of the building and ring the bell at the shipping dock of unit 10. A staff member will hand you your parcel(s).
7. Pick up hours are between 9 am and 4 pm.

We thank you for your understanding as we move through these ever-changing times. We look forward to seeing your faces inside again soon. Stay safe and we wish you all good health.

Apr. 07/21



SKS Novelty Co Ltd

COVID-19 Update

April 07, 2021

Dear Customer,

As we have all heard repeatedly, these are unprecedented times. Although there seems to be some glimmer of hope with vaccines on the horizon there are still many challenges ahead of us in the next few months. Products & shipments have been arriving regularly at our locations but shipping delays are still plaguing our balloon manufacturers. Once the in-demand products arrive at our facilities we are doing what we can to turn them around quickly. The great news is that balloons have been a part of the way people have celebrated through this pandemic, unfortunately this demand has far exceeded production capacity.

Production capacity has been further hampered because of the precautions necessary to keep everyone safe. As the situation in the USA continues to be challenging, so does the ability of our main balloon suppliers to continue to ship product, especially product that requires any special assembly. Please rest assured we are doing everything in our power to deliver the products that are in such high demand currently.

To avoid disappointment, please order early and have a back-up plan. All couriers in Canada are well over capacity, the switch to on-line shopping has been dramatic and impossible for the couriers to build capacity to match, there will be delays. We also need to keep in mind the guidelines for employees to isolate with symptoms or having been in close contact, testing is still taking a few days, so everyone is juggling human resources because of it, including the couriers.

Canada post is also experiencing delays, so if payments are due, we would recommend paying by e-transfer, Bank Trans-fer or Credit Card. Cheque payments are taking much longer to arrive to us and from a COVID perspective we would certainly appreciate a non-touch method of payment.

We truly hope that you, your team and your families are all okay and managing through these crazy times. So far, we have been very lucky at our facilities to have had no COVID troubles and are taking extra precautions to keep everyone safe. Our Office and warehouse facilities have managed to operate at capacity and baring any COVID disruptions plan to continue to do so. Like we saw last year, we are looking forward now to a strong Graduation Season.

If you have any questions or concerns, please do not hesitate to reach out, we are here to help as much as possible.

Be Safe!

Sincerely,

The SKS Novelty Family

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