

# How You Can Support Us During the COVID19 Quarantine

Due to the Illinois Shelter in Place Order, our store is currently closed, but we continue to have a lot of expenses, most especially, we want to be able to take care of our rent and other standing obligations like utilities and marketing. We can afford to do this if you continue to order from us. How to do that? Here are the answers to your Frequently Asked Questions (F.A.Q):

- **If I order from your website, will the books come from your store?**
  - No. Thankfully, most of our distributors offer a drop-shipping program to its bookstore customers. All website orders will be fulfilled by them during the COVID Quarantine.
- **Do you still make money (or as much money) this way?**
  - For the post part, yes. At least one reduced the profit because they are providing an expanded service than earlier agreed. We understand and know that it is a temporary situation.
- **Can I get home delivery?**
  - Under the order, we are technically a nonessential business, so the store is closed, and our distributors will ship books directly to your home.
- **What about curbside pickup?**
  - We have decided to add a curbside pickup by appointment only for items that we already have in stock starting 4/18/2020. Curbside pickup hours are by appointment only. State your preference when leaving a message on our newer phone line 708-943-7770 (phone/text), email [afriwarebooks@afriwarebooks.com](mailto:afriwarebooks@afriwarebooks.com). Once your items have been purchased and appointment confirmed, you will text us when you are curbside giving the color and make of your vehicle. We will then bring down your items and place them in your trunk/car.
- **What about my order from before Shelter-In-Place was announced?**
  - As much as we tried to take care of all the loose ends before we had to close up shop, we just didn't have enough time to get to it all. There are a few orders trapped in the store right now. If you don't want to wait until the Shelter-in-Place period ends to retrieve your order, please email us at [afriwarebooks@afriwarebooks.com](mailto:afriwarebooks@afriwarebooks.com) and we will let you know what the next step is for getting your books shipped to you or picked up curbside.
- **Are you abiding by the Shelter-in-Place order?**

- Yes, we are reading and answering email from home. We go into the store once or twice a week to fulfill online orders or gather any items needed to continue to work from home, as allowed under the "Minimum Basic Operations" clause of the order. Though closed, we will allow curbside pickup.
- We are also expanding our online presence with informational and education oriented videos. Make sure you like our Facebook Page: <https://www.facebook.com/afriwarebooks/>, or Follow us on Instagram: @afriwarebooks, or subscribe to our Youtube Channel: @afriware
- **Contactless Curated Shopping Option Being Added - "SHOP AND DROP"**
  - Yes. As of 4/19/2020, you can purchase items in stock at our store with a personal shopper by appointment only. Some of you may need to restock your favorite Neem Toothpaste by Medina, Haley's Common Scents natural Deodorant, Shea Butter, Nature's Blessing Hair Oil, Sage Incense, tshirts, or other items not listed on the website. For the remainder of the month, you can call our phone/text line at 708-943-7770 and request an appointment. We will **SHOP** the shelves on your behalf, share what we have in stock, and send a method of payment. Upon receipt of payment, we will **DROP** your item off to you curbside in your trunk or open window of your vehicle.
- **Is there anything more we can do?**
  - Yes! You can buy gift cards to save for later use. These will greatly help our cash flow during this rough patch. Order gift cards here: [https://www.afriwarebooks.com/store/p1229/Gift\\_Card.html](https://www.afriwarebooks.com/store/p1229/Gift_Card.html).
  - We are also accepting non-tax deductible donations at: <https://www.afriwarebooks.com/store/p235/Donation.html>