

Dear Customers,

I want to first thank you for the messages, emails and kind words concerning our decision to move to “curb side services”.

I’d like to explain what this means for you as our customer and explain all the things we are still able to do for you.

1.) Shoe repair! We are able to still have our wonderful technician working here in his station to repair your shoes and other leather goods. You can call ahead to ask any questions you have about your repair before drop off, we will meet you outside the front door and take in your repair. If your shoes are finished during this time, we will call and if you decided you’d like to come and pick them up we can take your payment over the phone and when you arrive we will bring them out to you!

📞 Please wait for a call saying your repairs are complete and ready to pick up. Our turn around time is about 4 weeks. We will call as soon as they are finished. 📞

2.) Special orders! For customers with current special orders that are in and want to come and pick them up we can accept your payment over the phone or upon pick up and bring them out to you. For new special orders if you know the style and size you need, just give us a call and we will get the order placed immediately.

3.) In store stock options! If you know your size and the shoe you need, give us a call and we will let you know what color options we have available for immediate pick up. We are also wanting to offer a delivery options for our customers who are high risk. If you’d like this service please let us know, we will work on a delivery plan for our area. We are not able to accept returns during this time. Our return policy on new purchases will remain the same but we will not be accepting returns during the curb side services. The 30 day policy will be waived during this time. Please just do not wear the shoes outside. New condition shoes will be able to be returned or exchanged when we go back to normal business procedures.

4.) Virtual shopping assistance! If you have text or email available to you, the crew will send pictures and answer any questions you have about our new spring inventory both shoe and apparel. Again, no returns will be accepted during the curb side services.

5.) If you are needing shoe care, socks, shoe inserts, etc. Just give us a call. My crew is well versed and excited to be able to meet as many of our customer’s needs as we can right now.

6.) We have a fantastic selection of our brands online at [www.saagershoeshop.com](http://www.saagershoeshop.com) and we will be adding to them during this time. The website is open all the time and a great way to get your shopping fix at home. You can also purchase gift certificates online. We can ship or you can call to arrange pick up or delivery!

Again, I appreciate every one of you. I appreciate my crew. Ron and I will continue to do everything we can for the community and our staff with safety for our entire community being our number one concern.

♥️ ☐ Deidre