

## Covid-19 updates for BMM customers

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Along with the safety of our employees, **our priority is to continue supporting online merchants**. We think that it's especially important during these times to support our customers to work from home however we can.

This is a difficult time for everyone and we're working hard to adapt to this new reality. We'll continue to share information on this page, so check back often.

### Summary

We're **partnering with backup facilities** to help us manage order volume, and we're routing orders to wherever they can be fulfilled most efficiently. As of now, we're working with 2 backup facilities in the US and Australia and we're looking for more options.

We are **continuing to fulfill as much as we can** at our facilities. Our branches in NC and LA are operating at basic capacity, and our EU and MX branches are operating as normal. All branches are practicing **extra safety measures**.

### Latest update

April 15, 2020

You might start to experience longer than usual email and chat response times from our support team. We're seeing an influx of customer inquiries and we're doing our best to answer each question quickly and thoughtfully. We're hiring more customer support reps to help us get back to response times you're used to.

Before contacting us about your orders, keep in mind that like many others in the industry, our fulfillment times are slower than usual for some product categories. Your order's status changes in your Dashboard as soon as it starts fulfillment or shipping. Of course, feel free to contact us with any questions.

## Fulfillment estimate

	US (INCL. BACKUP)	MX	EU (INCL. BACKUP)
DTG	10-14 business days	-	3-5 business days
Cut & sew	-	10-15 business days	10-15 business days
Neck gaiters	7-10 business days	7-10 business days	-
Embroidery	5-7 business days	-	3-5 business days
Accessories	3-5 business days	-	2-4 business days
Home & living	3-7 business days	-	2-6 business days
Mugs	3-5 business days	-	5-10 business days

### Be prepared for delays

Our fulfillment times will be longer than usual for some product categories. The entire industry is grappling with challenges and we're seeing delays in our supply chain, including distributors and shipping carriers.

We're closely communicating with our partners like Bella+Canvas to make sure they can supply us with adequate stock levels from their distributed network of wholesalers. We're also glad to report that we're seeing a surge in orders, which means that online sellers are doing well.

Consumers are generally more patient during this time, as even Amazon has expressed that it's experiencing delays of up to 1 month.

Our fulfillment estimates are shown in **business days**. Estimates are current as of April 15, 2020.