



*Pueo Print*  
C O M P A N Y L L C

Pueo Print Company, LLC  
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Aiea, HI 96701  
(808) 784-0758

June 17, 2020

Dear Pueo Print Ohana,

Together, we are facing an unprecedented time and situation. The coronavirus pandemic is affecting our families, our businesses, and our way of life. As we prepare for reopening on June 23, 2020, we would like to update you on how we are approaching this situation.

First and foremost, the health and safety of our employees and families are our main focus. We will have a different shopping experience once our doors open. We will practice safety, increased sanitization, and social distancing. Masks will be required, there will be multiple hand sanitizing stations available and limiting the store to 2 families at a time. We ask for your help by placing orders online or by phone. Please see attachment for more details as we roll out a “new normal” shopping experience.

Secondly, we are working with our different vendors to continue to stock our store. Because of this global crisis, some of our vendors were also affected by stay at home orders and shipping of inventory may be slightly delayed. Since we do stock our store year-round, we have remaining inventory available for purchase. The next shipment is scheduled to arrive mid-July. We are working very diligently in making sure that our students are dressed in uniform when school resumes. We ask that you place your order by June 30, 2020 to guarantee availability.

Lastly, as we continue to forge ahead through this pandemic, our commitment remains the same: to be Hawaii’s leading provider of school uniforms and apparel, while delivering a great customer experience to our families and communities. As we go forward, we’ll be sure to keep you updated, and know we always value your questions and feedback.

Thank you,  
Pueo Print Company



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## 2020 Summer Order Instructions

Due to the Covid-19 pandemic, we have made changes to our normal routine with the safety of our customers and employees in mind. We thank you for your patience at this time. If you have any questions, please contact us at [inquiries@pueoprintco.com](mailto:inquiries@pueoprintco.com) or at (808)784-0758.

- **How To Place Uniform Order Online**
  - Visit our website: [www.pueoprintco.com](http://www.pueoprintco.com)
  - Enter School Code SMLS96744
  - Select Shipping or Local Pick Up
    - All Orders Placed by July 6th - USPS Shipping Flat Rate of just \$5
    - Free Curbside Pick Up Available after July- You will be notified via text once order is available for pick up
  - Please allow 2-3 weeks for processing.
- **How To Place Uniform Order By Phone**
  - Please call (808) 784-0758 during normal business hours
  - Updated Shopping Hours
    - Tuesday – Friday 10am-4pm
    - Saturday 9am-1pm
- **Important Dates**
  - **Please Place Orders By June 30, 2020** To Guarantee Availability
  - Local Pick Up will be available starting June 23, 2020.
- **Frequently Asked Questions**
  - Since fitting rooms are closed due to government mandate, and we are unable to try on items in store, are returns allowed?
    - Yes. Our return policy is still being honored. Any unused and unwashed items may be returned for refund or exchange within 60 days of purchase.
    - Returned items will be treated with UV light and will not be returned to the sales floor for a few days.
  - How will I know when my order is ready for curbside pick up?
    - Please leave a phone number capable of receiving text messages when placing your order online. Once your order is ready for pick up, you will receive a text message. Please text us on your way and upon arrival, please check in with the attendant to retrieve your order.