



## PRODUCT ALERTS

### Important notice: Infection Control Products 7/30/20

We continue to closely monitor the coronavirus situation and are diligently working with our suppliers to meet the higher than normal demand for facemasks, uniforms/workwear and other infection control products. We anticipate disruption in product availability and order fulfillment and shipping times may be longer than usual. Based on this disruption, certain high-volume items may be backordered or out of stock when you place your order. If your item is on backorder, please anticipate additional fulfillment and shipping times.

If a product is temporarily unavailable, you may be asked to remove the item(s) from your cart to finish processing your order.

Please note, certain infection control items may not be returned. For item details see the online returns page.

Please contact your local Patterson Territory Representative or local branch Customer Service Representative for more specific product availability.

## COVID-19: UPS Delivery Update

### Effective 3/30/2020

#### UPS Delivery Process:

- Shipping Schedules
  - Next Day UPS Next Day Air Saver® and UPS 2nd Day Air A.M.® services will be extended to end-of-day until further notice.
  - Next Day Air / Next Day Air Saver
    - 3 attempts on road (CLO1, CLO2, CLO3)
    - If not delivered after the 3rd attempt return to the shipper
  - Ground / 2DA / 3DS
    - 3 attempts on road (CLO1, CLO2, CLO3)
    - If not delivered after the 3rd attempt return to the shipper
- Business is Closed
  - If your location is closed, UPS will hold your shipment and attempt to complete the delivery at a later date if the receiving location has indicated to UPS that it will re-open within 9 days.
  - If the location is closed indefinitely, UPS will return the package to the sender.
  - If you inform UPS, your office address as closed, and no attempts will be made to deliver any future packages until you notify UPS that you are open.
- Refused Deliveries
  - If a receiver is refusing delivery of a package UPS records the exception as “Refused” and then returns to sender.

**Patterson Delivery Process:**

- Patterson will receive any returned order(s) from UPS and cancel the order.
- Patterson asks customers to consider if your dental office will have someone available to receive the package(s).
- As you may find it necessary to restrict your hours please post your Hours of operations in a way that UPS delivery staff can easily see.
- If you miss a UPS shipment but your office will be open for business, you will need to contact UPS to inform them that your office is open for business.
- Please be patient as you may experience delays due to unusual volume of calls; depending on the impact of the COVID 19 virus in your area.
- NOTE: Patterson customers also can ship orders not containing pharmaceuticals to a residential address.