

## How Curbside Pickup Works

**Our physical store is still closed, and our online store is still open 24/7!** We are not accepting ANY orders at the door or over the phone.

So, what's new? Starting Monday, May 4, we will offer curbside pickup!

- **HOW TO PLACE AN ORDER:** When placing an order for curbside pickup, please type "curbside pickup" in the comments box at checkout. Please note: we will try to accommodate all requests for curbside pickup, but depending on a book's availability, some orders must ship directly from our warehouse. If your order is one of them, we will let you know!
- If we determine that curbside pickup is an option for your order, we will remove the shipping charge for you.
  
- **HOW TO PICK UP AN ORDER**
  - **WHEN:** Beginning Monday, May 4th, our Curbside Pickup hours are:
    - **Mondays, Tuesdays and Thursdays from 1 p.m. to 5 p.m.**
    - **Saturdays from 10 a.m. to 2 p.m.**
  - We will notify you by text or email when your order is ready. You can't pick up your order until then, because it won't be ready :)
  - Let us know when you're 10 minutes away by texting--(yes, texting!)--[wcfbooks@gmail.com](mailto:wcfbooks@gmail.com) with your name and order number. We will place your order in a bag labeled with your last name and order number on the table located at our back entrance.
  - Our back entrance is located off of our parking lot, which is accessible from Farragut Avenue.
  - You must wear a mask while picking up your order!
  - For the safety of our staff and community, this is a contactless pickup. Please keep your distance--wait in your car or stand on one of the hearts drawn on the ground. Confirm you have the correct order before you leave.
  - Please note: Although there will be staff in the store at other days and times, we cannot do curbside pickup at other times. Please don't ask us to!

## Curbside FAQ:

**Is the store open?**

Nope! Women & Children First will remain closed until the Stay-at-Home Order is lifted. If you need to talk to us, contact us by email at [wcfbooks@gmail.com](mailto:wcfbooks@gmail.com).

**Is curbside easier for you to handle than shipping?**

Um, not really! It took a while for us to adapt, but our shipping procedure is now so streamlined that we've had books delivered via priority mail within 2 or 3 days of the order. The truth is that for most orders, the safest and easiest option is to have your order shipped.

**Is curbside the fastest way to get my books?**

It really depends on what you order and how many people ordered before you.

If all your books are on our shelves right now, you will likely be able to pick up your order curbside in a day or two. But if we need to order in any of the books you want, you may actually get your order faster if we have it shipped to you from our offsite warehouse. We have been making these decisions on your behalf all along and will continue to do so, because we want you to get your order as quickly as possible.

Also, we process orders on a first-come, first-served basis, so your order's completion will also depend on how many people ordered ahead of you.