

Cotters Coronavirus Update Email :: cotters@cotters.com

July 6, 2020 – Cotter's operating hours.

- In store shopping
 - Locations –
 - Los Angeles – Starting Monday, July 6, 2020
 - Open – Monday through Saturday
 - Closed – Sunday
 - Fresno – Starting Tuesday, July 7, 2020
 - Open – Tuesday through Saturday
 - Closed – Sunday and Monday
 - Long Beach – Starting Tuesday, July 7, 2020
 - Open – Tuesday through Saturday
 - Closed – Sunday and Monday
 - Modesto – Starting Tuesday, July 7, 2020
 - Open – Tuesday through Saturday
 - Closed – Sunday and Monday
 - So San Francisco – Starting Wednesday, July 8, 2020
 - Open – Tuesday through Saturday
 - Closed – Sunday and Monday
 - Hours – 10 AM to 3 PM Weekdays, Saturday 10 AM to 2 PM
 - Customers will be allowed inside the store
 - If you wear a mask
 - If you are 'healthy'
 - Other limitations may exist by the store manager's sole discretion
 - You will not be allowed to linger
 - You may be asked to use hand sanitizer before entry
 - You may be escorted by a Cotter staff member
- Curbside Pickup – Los Angeles and Fresno
 - Call in your order and follow the instructions provided on the phone
 - Los Angeles 213-385-3366
 - Long Beach 562-424-0963
 - Fresno 559-227-7373
 - Modesto 209-523-2579
 - South San Francisco 650-583-5153
- Shipping – Continuing normal service
 - Cotter's will ship orders as normal, five days a week.

June 1, 2020 – Cotter’s will be re-opening stores as noted below.

- In store shopping
 - Locations –
 - Los Angeles – Starting Tuesday, May 26, 2020
 - Open – Monday through Saturday
 - Closed – Sunday
 - Fresno – Starting Tuesday, May 26, 2020
 - Open – Tuesday, Wednesday, Thursday, Friday
 - Closed – Monday, Saturday and Sunday
 - Long Beach – Starting Tuesday, June 9, 2020
 - Open – Tuesday, Wednesday, Thursday, Friday
 - Closed – Monday, Saturday and Sunday
 - Modesto – Starting Tuesday, June 2, 2020
 - Open – Tuesday, Wednesday, Thursday, Friday
 - Closed – Monday, Saturday and Sunday
 - So San Francisco – Starting Tuesday, June 2, 2020
 - Open – Tuesday, Wednesday, Thursday, Friday
 - Closed – Monday, Saturday and Sunday
 - Hours – 10 AM to 3 PM Weekdays, Saturday 10 AM to 2 PM (LA Only)
 - Customers will be allowed inside the store
 - If you wear a mask
 - If you are ‘healthy’
 - Other limitations may exist by the store manager’s sole discretion
 - You will not be allowed to linger
 - You may be asked to use hand sanitizer before entry
 - You may be escorted by a Cotter staff member

- Curbside Pickup – Los Angeles and Fresno
 - Call in your order and follow the instructions provided on the phone
 - Los Angeles 213-385-3366
 - Long Beach 562-424-0963
 - Fresno 559-227-7373
 - Modesto 209-523-2579
 - South San Francisco 650-583-5153

- Shipping – Continuing normal service
 - Cotter’s will ship orders as normal, five days a week.

May 25, 2020 – Operational Status

As California starts to return to work, Cotter's will be open under the following conditions.

- In store shopping – Starting Tuesday, May 26, 2020
 - Locations –
 - Los Angeles
 - Open – Weekdays only
 - Closed – Saturday and Sunday
 - Fresno
 - Open – Tuesday, Wednesday, Thursday, Friday
 - Closed – Monday, Saturday and Sunday
 - Long Beach – Closed
 - Modesto – Closed
 - So San Francisco – Closed
 - Between the hours of 10am to 3pm
 - Customers will be allowed inside the store
 - If you wear a mask
 - If you are 'healthy'
 - Will be limited by the store manager's sole discretion
 - You will not be allowed to linger
 - You may be asked to use hand sanitizer before entry
 - You may be escorted by a Cotter staff member
- Curbside Pickup – Los Angeles and Fresno
 - Call in your order and follow the instructions provided on the phone
 - Los Angeles 213-385-3366
 - Fresno 559-227-7373
- Shipping – Continuing normal service
 - Cotter's will ship orders as normal, five days a week.

April 18, 2020 – Operational Status

YES, Cotters is here to help you. Although all stores are currently closed to the public, we are taking orders and delivering from our extensive inventory.

Due to the Covid19 situation, we have variable hours and limited staff, so please contact us by web, phone or email to order. Please DO NOT just show up at Cotters without contacting us first as we might not be there to help you.

TO PLACE AN ORDER

1. Order on the website www.cotters.com or email us. Select if you want the items shipped or held for pick up at our Los Angeles location (Sorry, Los Angeles is the only pick up location).
2. Call and order over the phone. We are trying to take calls Monday through Friday from 9am to 4pm and Saturday from 10am to 2pm.
3. Payment can be made by major credit or debit card or charging to established church account. Sorry no cash at this time.

TO RECEIVE AN ORDER

1. We will ship it to you. You pick the shipping service you want or we will select the lowest cost delivery available for your items (UPS, US Post Office, GSO or Truck).
2. In store pick up at Los Angeles. After placing your order, we will get everything ready, charge your credit card and arrange a pick up time. Please send a driver capable of loading your vehicle and please wear your mask (we wear ours for your safety). Pickups are at our side door on Beacon Ave.

April 3, 2020 – Operational Status

The Los Angeles store is open for on-site pickup and can ship web or phone orders from our extensive inventory. The display showrooms remain closed at all locations (Los Angeles, Long Beach, Fresno, Modesto and So San Francisco). We have limited staff so please be patient.

If you choose to call, please select the Los Angeles store because there is no staff at the other stores (Long Beach, Fresno, Modesto and So San Francisco).

Hours of operations are limited and may change day-by-day. Currently, the intent is to staff the Los Angeles store (and only the Los Angeles store), Monday thru Friday from 10am to 3pm. Staff may be available outside of these hours on a hit-or-miss basis.

March 26, 2020 – Operational Status

Since the Governors 'Stay at Home' order on March 19th, all stores remain closed to the public. The owners have been answering the phone either remotely from home or from the store when able. Orders (phone, email or web) are being processed and shipped via UPS, but supplies are limited to our stock on hand as most of our suppliers are under similar 'stay at home' orders in their respective states. Please be open to accepting a substitute item or a smaller quantity than you ordered.

March 24, 2020 – Palm Shipping

The palm is in transit to your local UPS hub for delivery starting as early as Friday, March 27th. Please look for an email with your invoice. The invoice contains the UPS tracking number for you to use on the UPS web site (www.ups.com). Please monitor your delivery on the UPS web site so that you know when to recover your package(s).

In addition to web streaming, offer parking lot drive through for the distribution of palm and allow the faithful to make their donation/tithe. Offer delivery by a priest or minister from the trunk of the car. Some parishes are drying out the palm (remove from bags and spread out on a table) for a palm service when restrictions are lifted.

March 23, 2020 – Palm Shipping

The palm crop was harvested in January, cleaned, stripped and bagged in February. In early March, the each order was packed and labeled for each customer's destination. Each order for palm is stored in a 40 foot refrigerated trailer for each state or region to transfer to UPS. To find any one order stacked somewhere in a 40 foot trailer with a thousand other orders is impossible.

Back in February, as the virus event was developing, Cotters unilaterally cut all orders by 30% anticipating lower church attendance. There was no way to predict the total shut down of the state at that time.

Normally, Cotters tries to accommodate any and all customer requests, but the current emergency makes it impossible to cancel any orders.

Starting around March 31st through April 3rd, UPS will be delivering your reduced order. They have instructions to leave the order at the office door if there is no answer. Please have someone check for this delivery.

In addition to web streaming, offer parking lot drive thru for the distribution of palm and allow the faithful to make their donation/tithe. Offer delivery by a priest or minister from the trunk of the car.

Your understanding in this matter is appreciated and pray that we all return to normalcy quickly.

March 20, 2020 – State of California Stay at Home Policy

The State of California has required all our locations to close. We will respond to email, phone, and website orders. We will ship from our inventory or ship directly to you from our suppliers. Please contact us with your requests and we will attempt to fulfill them.

March 19, 2020 – Update on Palm for Palm Sunday

Orders for palm have been processed by the growers and cannot be canceled. However, we have anticipated less need for palm, so we have negotiated a reduction of all orders. Your order will be reduced by 30%. If your services are canceled, we suggest handing out palm outside OR letting them dry outside the bags and hand them out when services resume.

March 18, 2020 – Store Status

Los Angeles:

Display floor open 9-5 M-F, 10-2 Sat, shipping & delivery available

Fresno:

Display floor open 9-5 Tu-F, 10-2 Sat, shipping & delivery available

South San Francisco:

Closed at least until April 7. Place delivery orders: 213-385-3366

Modesto:

Closed at least until March 31. Place delivery orders: 213-385-3366

Long Beach:

Closed at least until March 31. Place delivery orders: 213-385-3366
