



*Your Home Store*  
**A. L. THOMPSON'S**

## SHOP ONLINE

A. L. Thompson's has launched an online ordering system to serve you better and more efficiently when you cannot get to the store. In the Shop Online catalog, we offer items that we believe you need now for your home and yard, and we add products continually to meet customer demands. If you don't see what you want, please ask for it.

Question: How do I shop?

Answer: To shop online at A. L. Thompson's, click the [Shop Online](#) tab, and register with your name, email address, and telephone number. The system will send you an automated password for you to access your online shopping account.

Question: Are there any additional costs for your service?

Answer: We will charge a \$10 fee for customer collection of goods requested for curbside pickup. This fee is for our service of calling you for item request verification and payment instructions, locating the items in the store, charging them to your card or account, packing and labeling the goods, notifying you of pickup availability, and loading them into your vehicle. If you opt for delivery, we will charge a \$25 delivery fee per order.

Question: How will you fulfill my request?

Answer: A. L. Thompson's will email you a confirmation of your request and will follow up with a telephone call to you for payment details, pickup instructions, and delivery address, if applicable. For shopping online, we will accept payments only with debit cards, credit cards, and established store accounts.

Question: How will you deliver the order?

Answer: Upon delivery on the scheduled date, the driver will place your items outside your home. The driver cannot and will not enter your home and will maintain social distancing of at least six feet.

We anticipate that the system will be efficient and satisfying for you, but we acknowledge that there will be glitches as well. We ask for your continued patience, understanding, and support and for you to contact us via [weborders@althompson.com](mailto:weborders@althompson.com) if you need technical assistance with this new, progressive shopping system.

We hope that you will enjoy shopping online with A. L. Thompson's. Please remain healthy and safe.



### TECH TALK

We have optimized the website for viewing in a common, modern web browser: Windows Internet Explorer 10 and above, Google Chrome, Firefox, and Safari. If you are running another browser or older browser versions, you might encounter issues with certain sections of the website.