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## **Our COVID-19 Response**

As part of Hit Point Press' response to the ongoing pandemic, we have temporarily reduced all shipping and warehouse operations and have successfully implemented work from home strategies for our employees.

Read on to learn about some of the other actions our team is taking and get answers to your **Cardamajigs**, **The Deck of Many**, **Patreon** and **Kickstarter** questions.

### **What is Hit Point Press doing about health and safety?**

For the health and wellbeing of our employees and to mitigate the spread of COVID-19 within our community, all Hit Point Press employees are currently working from home with the exception of our fulfillment team. We are heeding the advice of our provincial government regarding when to fully resume regular operations, but for now only essential workers will be present in the warehouse to fulfill orders, Patreon rewards and Kickstarter rewards.

Our fulfillment team is committed to continue implementing an elevated level of cleaning practices and limiting the number of people handling packages where possible during the shipping process to protect our employees, couriers, and customers.

### **When will my order be shipped?**

Store orders placed after 12:00pm on March 24th are subject to shipping and processing delays due to reduced warehouse operations. Any orders placed after this time will be shipped in the order they were received.

### **Are you still fulfilling digital products?**

Yes! Our digital products are fulfilled automatically upon purchase.

### **I'm an artist, will I still get my royalties on designs sold?**

Yes! While we're not shipping, our stores are still accepting orders. All items currently in stock are still available for customers to purchase and will be shipped once our warehouse reopens. Earnings for the past quarter will be paid out as expected around April 15th, 2020.

### **How is Patreon being impacted?**

Our team is still building the promised content each month! Pledges will be charged to our patron's accounts automatically at the beginning of the month as usual and digital PDFs will still be distributed according to our regular schedule.

We will be maintaining a list of patrons with physical rewards and when we resume regular operations, we will produce and ship out the outstanding booklets and cards.

### **How will fulfillment of the Humblewood Kickstarter be affected?**

Fulfillment of the remaining rewards will resume once we resume regular shipping operations. As the majority of rewards have shipped, this mainly affects the following backers:

- those apart of the EU/UK pallet,
- those with the Dogmight dicebox as an add-on,
- and those with address errors.

**Social distancing is a vital tool in the fight against COVID-19, but isolation and uncertainty can take it's toll on our mental health and wellbeing. Here are some resources that may help during this difficult time:**

- [Canadian Mental Health Association: Pandemic pushing your anxiety buttons?](#)
- [Center for Disease Control and Prevention: Managing Stress and Anxiety](#)
- [Anxiety and Depression Association of America: Managing COVID-19 Anxiety](#)
- [Mental Health Foundation \(UK\): Looking after your mental health during coronavirus outbreak](#)
- [Mind \(UK\): Coronavirus and your wellbeing](#)

***If you or someone you know is struggling, don't hesitate to seek help through your local crisis centre or utilize the following links for organizations in [Canada](#) and [worldwide](#) for numbers you can call.***

Our support team is available Monday through Friday to help out with any issues or concerns not addressed above. They can be reached at:

For **The Deck of Many** and **Patreon** questions contact [support@thedeckofmany.com](mailto:support@thedeckofmany.com).

For **Cardamajigs** questions contact [support@cardamajigs.com](mailto:support@cardamajigs.com).

For **Kickstarter** questions contact [support@hitpointpress.com](mailto:support@hitpointpress.com).

Stay safe and take care during these difficult times.

The Hit Point Press Team