



Coronavirus Disease (COVID-19)

FAQ

What is Coronavirus?

The CDC (Center for Disease Control and Prevention), can provide you with the information you need.

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

Am I at risk of contracting COVID-19 in the United States?

Because things are changing so rapidly, we recommend following the CDC's updates on cases in the United States.

<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

I'm an international customer. How can I follow the global state of this virus?

We recommend following the World Health Organization for international updates

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

What can I do to protect myself, and prevent this from spreading?

- Wash your hands or use hand sanitizers if you can't wash.*
- Stay 3 feet away from those who are coughing and sneezing*
- Do not touch your eyes, nose, or mouth*
- Sneeze or cough into your elbow*
- If you're sick or feel any symptoms, stay home!*
- Avoid traveling if possible*



Coronavirus Disease (COVID-19)

FAQ

What can I do to protect my clients and prevent this from spreading in the workplace?

- *Wear a mask, protective eyewear, and gloves during the service*
- *Have your clients also wear a mask*
- *Take bedding off of recliners and massage beds unless requested, disinfect all surfaces in between clients*
- *Sterilize your tools as you normally would*

Will this virus have an effect on my clientele or business?

Currently, there are many people who are choosing to stay home as much as possible. We understand that this could have a temporary impact on your typical flow of clients. Once businesses return to their normal capacity, there will be a rush to buy the items that are needed. There could be a substantial impact on the availability of items that could be critical to your inventory, so it's important to prepare accordingly.

Will the COVID-19 outbreak affect my orders from Lash Affair?

Currently, Lash Affair is operating as normal. Rest assured that each order is packaged and shipped within the United States. Our orders are shipped via USPS and UPS, and while things are operating normally right now with the postal service in the US, we are prepared for things to change. Stay up to date with how USPS and UPS are operating and if there are current delays in shipping.
<https://about.usps.com/newsroom/service-alerts/>
<https://www.ups.com/us/en/service-alerts.page>



Coronavirus Disease (COVID-19)

FAQ

Will I still be able to contact Lash Affair's Customer Care Team for support?

We have invested in the resources for our entire team to work remotely and are still reachable Monday - Friday 9:30am - 6pm MST, and with the same level of excellence. We're here to help!

How could my business be affected by the COVID-19 outbreak?

We are currently recommending that you have a 90-day supply both for your home and business. If we learn that there could be a substantial impact on the availability of items that could be critical to your inventory, we can prepare accordingly. We have created a worksheet to help you calculate what you will need for your business in terms of a 30, 60, 90, and 120 day supply. We encourage you to stock up, and not to overspend.

To assist you in stocking up on items you need, that you may have not been prepared to purchase, we are offering 35% off our entire store through the end of this month.