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IMPORTANT NOTICE: Placing orders for Cobble Hill puzzles

The current pandemic has created a HUGE increase in demand for jigsaw puzzles. At the same time, the pandemic has also made manufacturing puzzles more challenging. Both factors have combined to create a significant shortage of Cobble Hill puzzles.

We receive new stock of puzzles every week. However, our puzzles are selling as fast as we can manufacture them. We are in stock on less than 20% of our images on any given day.

At this time, when you are ready to place an order, we are requesting that all our retailers please contact your sales rep and they will provide you with a “LIVE” in-stock list of Cobble Hill puzzles to choose from. Unfortunately, there is no point in using your POS data, as very little would actually ship on orders placed this way. We have found this is the best solution to getting puzzles out to stores.

In order to distribute our puzzles as evenly as possible to retailers – and to make packing these orders as efficient as possible for our warehouse – we ask all our retailers to follow the following guidelines:

Larger independent retailers

- Maximum units per image: **12**
- Order each image in multiples of **4** (i.e. 4, 8 or 12)

Smaller independent retailers

- Maximum units per image: **3**
- Order each image in quantities of **3**

We expect the shortages to continue for the balance of 2020. Which means, the above-mentioned procedure for ordering puzzles will likely continue for the rest of this year.

Our apologies for any inconvenience. We realize this isn't the great customer service experience you are used to getting from Outset Media.