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31 January 2020

Dear parents,

We wanted to reach out to you directly to apologise for how your orders may have been processed over the last few weeks.

We have identified a technical issue with the way your school was set up in our system which resulted in some inconsistencies with order processing. As a result, you may have received multiple deliveries and / or oversized packaging.

In addition, due to the unexpected delays in the supply of some products, some orders have been going out later than planned. Some parents may have experienced issues in getting through to us due to the higher volume of calls and emails we received as a result. We apologise for disruption caused as a result of these delays.

Please be aware that none of these issues have resulted from any action undertaken by the school. The fulfillment of your order is being managed entirely by OfficeMax/Winc.

To help ensure everyone has what they need, we are working closely with the school to provide updates and to fulfil the remainder of the orders. In addition, we have added more people to our warehouses to expedite any final remaining orders and more people to our call centre to help get to parents faster.

Thank you for your patience.

Regards,

A handwritten signature in blue ink, appearing to read "Rob Moschetti", with a long, sweeping underline.

Rob Moschetti  
Director of Education  
Winc