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| |  | | --- | | Dear  Joyce,  We are aware of the time it's taking for you to receive your products, and we apologize for the delay.  Our name is our philosophy, and our team constantly strives to deliver outstanding products. Despite our best efforts, it is difficult to anticipate when volume surges will occur. Because of a number of factors - the vast increase in demand for masks with the unexpected rise in COVID-19 cases, we have been inundated with an unusually high number of orders and emails. The high numbers, along with COVID-19's impact on our own staff and our shipping partners, as well as uncontrollable winter storms, have led to unavoidable delays in processing orders.  There is nothing to do on your part. We have 12 million masks, and we are working around the clock to deliver your order as soon as possible. You will automatically receive a tracking link as soon as your order ships.  Please know that we are sensitive to the time it takes you to get your order, and we are doing our very best under these unusual circumstances. Thank you for your patience and for allowing Hope Health Supply to serve you.  Sincerely,  The Hope Health Supply Team ❤️ | |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | PLEASE DO NOT REPLY TO THIS MESSAGE Replies will not be forwarded or responded to Questions? Contact [hello@hopehealthsupply.com](mailto:hello@hopehealthsupply.com)  Hope Health Supply 1250 South 71st Ave #900 Phoenix, AZ 85043 | |  | | |  | | --- | |  | |  | | | |