



Valued Balfour Customer,

You are receiving this message because your Yearbook has been affected by unforeseen manufacturing delays, causing your books to be delivered after their originally scheduled dates. We sincerely apologize for the inconvenience and frustration this has caused.

We want you to know we are working hard to produce your books quickly and with great quality. In the meantime, we are working with your Yearbook Adviser on how to work through this challenging situation and move forward.

We want to acknowledge that these delays are not the fault of your Yearbook Adviser, Staff, or Sales Representative. They have worked diligently throughout the year, and your school should be proud of the work they have put into creating this publication.

Again, we sincerely apologize for the current situation. We know you will love your book when it arrives, and we have full confidence this will never occur again. We remain thankful for your continued patience and understanding and look forward to delivering your amazing yearbook.

Sincerely,

Balfour Management Team