



Dear Monica,

Thank you for sending your inquiry as prompted by the BBB earlier today. We truly appreciate the opportunity to update you, and all of our customers, through this communication medium concerning the outstanding orders. Please know that we take our customer's inquiries very seriously and respond to all of our customers, as well as outside agencies, that inquire regarding any issue related to their order. First, and most importantly, it goes without saying that we are truly sorry for the delay that this issue has caused our customers and we are working diligently to get this resolved as expeditiously as possible. There is never an excuse adequate enough to provide as an answer when a customer is unhappy with our services.

We have been working with the BBB to help resolve the complaints as they arise and will continue to do so on an ongoing basis until this is resolved. In the late spring / early summer, we experienced such a large quantity of orders coupled with some unforeseen supply issues to our core product components from a vendor switch. While we have corrected the operational issues, it took us significantly longer than expected. This caused a significant delay in our production time which we posted on our site under our shipping FAQ's as well as provided our customer service personnel with wait time responses. With that being said, it is taking time to work through our backlog of orders. This is the priority issue for us to resolve and we have undertaken steps on the operations side to ensure this does not happen again. Bottomline is we will continue to focus on this issue until the backlog has been remedied. We hope to be back on our normal shipping times for our products by the first part of October.

Again, we truly apologize that this situation occurred and look forward to working towards gaining our customers trust.

Damon Rando
Owner
MyPix2.com