



October 2021

Dear Valued Pastosa.com Customers,

As we enter the busiest time of the year, we would like to bring several issues to your attention that will affect our nationwide shipping department and your holiday orders.

- FedEx is predicting an increase of 20% above last year's holiday delivery load which will result in potential delays associated with volume.
- The FedEx 2nd Day Air shipping method has been reinstated as of 10/12/2021. However, FedEx is strongly advising this delivery method will suffer the most delays during peak season.
- We fully intend to carefully watch the FedEx network over the next few weeks and will continue to offer FedEx 2nd Day Air as a delivery option. However, if this shipping method stops performing on-time we will be forced to remove it from our shopping cart's shipping selections. Unfortunately, due to the perishable nature of our products, transit time cannot exceed 2-3 days.
- We highly recommend you place your holiday orders early.

We will continue to provide you with the highest quality of customer service. Our priority is to keep you informed in real-time as we receive updates from our shipping carrier. We cannot stress enough the importance of placing your order early this holiday season.

Please do not hesitate to contact us on 718.356.1264 Monday-Thursday from 9AM-5PM or reach us after hours via e-mail to orders@pastosa.com.

We appreciate your continued business and patience during these unprecedented times. We wish you and your family a healthy and delicious holiday season. Please enjoy our products and thank you for allowing us to expand a Brooklyn tradition even further!

Sincerely,

Jacqueline Fury

Pastosa E-Commerce President