

# YANKEE CANDLE®

America's Best Loved Candle™

The Yankee Candle  
Company, Inc.

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Credit & Billing  
800-792-6180  
fax 413-665-8840

[www.yankeecandle.com](http://www.yankeecandle.com)

Dear Yankee Candle Fund Raising Customer,

We wanted to personally reach out and let you know that we sincerely regret the frustration and inconvenience that our delay in shipping your order this season may have caused you, your organization or your supporters. I also wanted to provide you with some background to help explain this issue.

For several years, we have used a third-party fulfillment provider in Ohio to ship our fundraising orders to customers. Unfortunately this year, the provider experienced significant challenges which have resulted in delays in the shipment of some of our orders, including yours. We understand that these delays are unacceptable to you, our customers, and can assure you that they are unacceptable to Yankee Candle as well.

As soon as we became aware of this issue we began working around the clock to address it as best we could. We sent Yankee Candle personnel to Ohio to work with the fulfillment provider to resolve the problem, we required them to hire additional staff, and we activated a new fulfillment center in Texas to help get the orders en route to customers. What was especially frustrating to us, and ultimately to you, was that as a result of the problems that our provider was having we were unable to obtain accurate and reliable information as to when orders would in fact be delivered. This left our sales reps and other Yankee personnel without the necessary information to deal with inquiries from our customers and only increased the frustration of all involved. While all of our orders have been or ultimately will be delivered, we know that for many of our customers the delays caused significant frustration and inconvenience.

Yankee Candle is committed to a high standard of customer service. In this instance, we did not live up to our own standard, and for that we offer a most sincere apology. I can assure you we remain fully committed to the fundraising business and will take all necessary steps to insure that this situation does not happen again. I hope that you will give us the opportunity to earn back your trust and confidence in future seasons. Either way, I wish you all the best with your fundraising efforts.

Sincerely,



Stephen Farley  
President,  
Retail Division