Neighbors

Dear Customer,

We apologize that your cookie dough order has been delayed. We truly appreciate your patience and understanding. After an unexpected system outage last week in our area, our team experienced a multi-day disruption in production, packing, and shipping, which led to a backlog of orders. Since then, we've been working around the clock to get back on track and fulfill orders as quickly as possible. With holiday closures imminent and limited carrier capacity, some delays may continue, but please know our commitment to our fundraising partners has not changed. Your success matters deeply to us, and we're doing everything we can to deliver your orders with the care they deserve.

Thank you for your continued trust and partnership — we're grateful to be part of the meaningful work you're doing in your community.

Sincerely,

The Neighbors Fundraising Team

