

# **YOUR ORDER IS A LITTLE DELAYED**

Dear Valued Customer.

This is to inform you that due to slight delay in the custom clearance of our new stocks at the sea port, your order (as specified on the shipping label) is delayed for a few days. The shipment is expected to be cleared and reach our NJ warehouse in the next few days. Upon receipt of the stock, your order will be shipped immediately as all the preparation has been already made in advance.

We thank you in advance for your kind patience and cooperation in this regard. We are sending you a Free Gift in this package, just to compensate for the slight delay of your item.

For any further communication in regards of your order, kindly write us at “[customercare@unomatch.com](mailto:customercare@unomatch.com)” so that we will take care of your requests.

**You are all set at this moment and no further action is needed from your end.** Please do not worry about the return time of 30 days as it will start after once you receive the actual item (within the next few days). **Please ignore the system generated messages of “your item is sent” and “Your item is delivered” as these were against this sent informative letter. You will receive new messages from our end as soon as your item is dispatched with new tracking details.**

We thank you for your kind cooperation and patience.

Best Regards,

Manager Customer Care