

Sweetwater®

Music Instruments & Pro Audio

March 25, 2023

Daniel Pizappi
Sweetwater Sound
5501 U.S. Hwy 30 W
Fort Wayne, IN 46818

[Customer Name]
[Customer Street]
[Customer City, State, Zip]

Dear [Customer Name],

We at Sweetwater deeply value the trust and loyalty you have shown us as a customer, and it is with regret that we inform you of some disruptions you may experience in the coming weeks.

As the #1 online retailer of pro audio and music instruments in the United States, we have always taken great pride in providing unparalleled expertise and uncommon service to our customers. However, we are currently facing staffing shortages and supply chain issues that may affect our ability to meet your needs in the same manner as usual.

We understand that this news may be frustrating and we apologize for any inconvenience it may cause. Our team is working hard to rectify the situation as quickly as possible, and we want to assure you that we are doing everything in our power to minimize the disruption.

You may experience delayed shipments, longer wait times for customer service, or reduced access to our services during this time. We apologize for any inconvenience this may cause and ask for your patience and understanding as we work through this challenge.

Our mission at Sweetwater is to always do the right thing, and that includes being transparent and communicative with our customers. If you have already placed an order, we recommend monitoring your order status regularly for updates on any changes. If you have any questions or concerns, please don't hesitate to reach out to us. Our dedicated team is always ready to help.

If you have not yet placed an order, we recommend considering placing your order at a later date when our supply chain and staffing issues have been resolved. We want to ensure that you receive the best possible experience from Sweetwater, and we understand that this may not be possible during this time.

We want to thank you for your continued support and understanding during this challenging time. We remain committed to delivering the best selection, service, and support to music makers like you.

Sincerely yours,



Daniel Pizappi
