

Majestic Mountain Sage, Inc.

2490 South 1350 West
Nibley, UT 84321-6792

October 23, 2020

Dear Adventurous Maker,

It's nearly the end of October, and I wanted to sit down with you to talk about the next several months and a fall/winter that will be unlike anything I have ever seen. So grab your favorite beverage, and let's have a chat!

First, I don't know what is going to happen with COVID-19. I can tell you that it's been tough to make sure our team stays healthy and safe while keeping the company open and shipping out your orders. We have spent the summer trying to source ingredients and containers to get the items you need for your handmade soaps, lotions, and lip balms.

Here are some things you need to know:

1. Unfortunately, we see some trends that indicate the supply chain is still unstable for many different reasons. Several manufacturers have enacted their "force majeure" clauses, which means we can't get certain ingredients or containers. We're still on the lists to get these items, but we don't know when we will get them. Some items are projected for delivery to us in the summer of 2021.
2. Shipping times have lengthened, and delays are becoming more commonplace. Shipping delays are expected to get worse as we get closer to Christmas. UPS suspended UPS Service Guarantee in March, and while most packages have still traveled quickly, some packages have been delayed due to local government restrictions. I highly recommend signing up for UPS MyChoice, which will give you delivery notifications and let you leave delivery instructions for the driver. If you only take one item away from my letter to you, let it be that you should sign up for advanced delivery notifications. Porch pirates and a pandemic be condemned, you need to know what deliveries are expected and when they are to arrive.
3. Since the pandemic started, there have been global distortions in typical purchase patterns that will affect product availability for months, if not years. Spray heads, pumps, and bottles are an excellent example. With the increased demand for hand sanitizer, it has been challenging to get our hands on these container items. I've also seen shortages for thickeners (carbomers, acrylates, etc), and that means we can anticipate shortages or delays in the manufacturing of shampoos, body washes, hand detergents, and even lotions.

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4. The “second wave” of COVID-19 is just beginning and will result in some closures, shutdowns, or restrictions in capacity. We want you to be safe during this time and plan for the worst. If you can plan for projects to keep busy, we’ll do our best to help you find the materials you need.

If you are shopping for the holidays, we recommend that you **shop as early as possible** to ensure the product you want is available and can be delivered ahead of when you need it. We will continue to update the COVID-19 status page on our website with how we are doing.

Our shipping team is working hard to make sure your orders are processed and shipped quickly. We are back to our pre-COVID-19 processing times, and that means if your order is placed before 2 pm Mountain Time on a business day, you have a 98% chance of your order shipping that same day! We can do this miraculous work because we have a knowledgeable team, and we are on top of our inventory accounting.

We encourage our local Utah and Idaho customers to use order delivery by UPS or USPS, although you will still be able to choose contactless pickup if needed. Delivery of orders is fast and convenient for you and helps keep our team protected. We may need to change the contactless pickup option as the weather gets cold and the snow starts to fall, so please plan ahead.

No matter what the next few months bring, we are committed to doing our best for you in these trying and uncertain circumstances. Please wear a mask, be safe, and be well.



Andee Howard
Director of Happiness