

Darin Steindl

From: Darin Steindl
Sent: Monday, August 19, 2019 4:06 PM
To: Darin Steindl
Subject: FW: Update: Best By Dates and Packaging

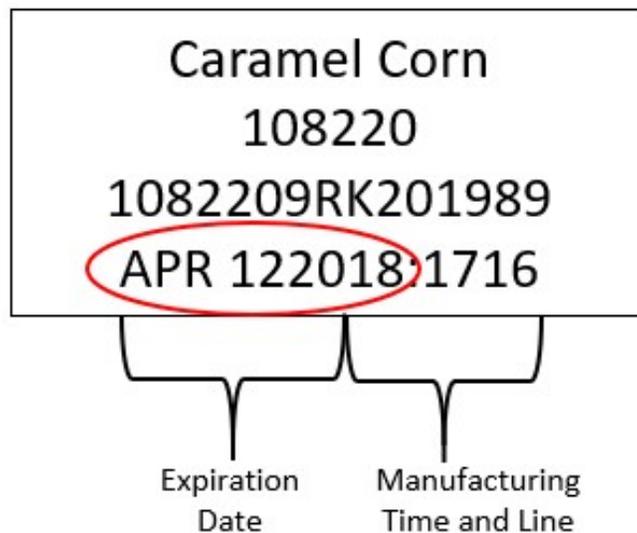


Unit Leaders,

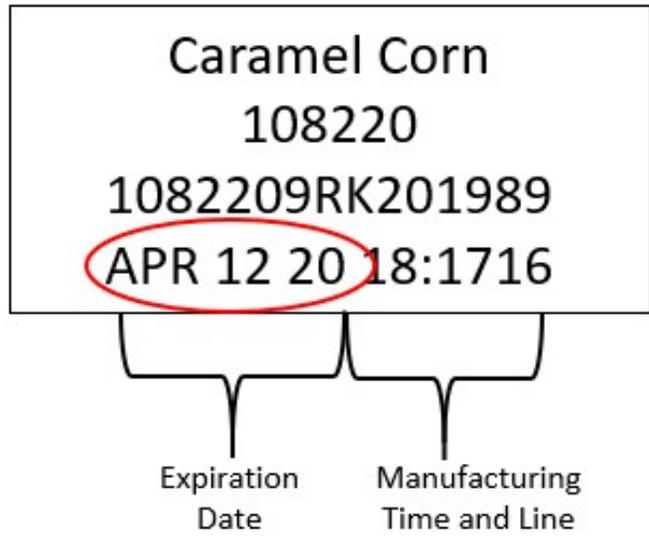
We want to notify you that on a small portion of our packaging, we omitted a space after the date of the month and another after the year in the best by date. We apologize for this oversight.

The missing spaces as shown below can lead one to believe the product has expired, but it has not. All product shipped has ample time remaining. We apologize for any confusion the missing spaces have caused and assure you these products have ample time remaining. Going forward, all packages will have spaces in the expiration date (see the example below).

Missing spaces:



Correct spaces:



Additionally, some Classic Caramel Corn and Salted Caramel Corn bags were produced with serrated seals. Again, we apologize as we committed to you that all our bags would have flat seals. This oversight has been corrected and going forward, all Trail's End product bags will have flat seals.

If you receive Classic Caramel Corn or Salted Caramel Corn bags with serrated seals, please use caution when removing them from the shipping case. To ensure that these bags do not tear, open the case flaps fully and carefully pick up the bags in the middle, not on the corners.

If you have any questions, please email support@trails-end.com. This email will also be sent to unit leaders with a Trail's End account tonight at 8pm EST.

Again, we apologize for any inconvenience these issues may have caused. We will continue our efforts to improve the quality of our products and our service to you. Thank you for choosing Trail's End as your fundraiser and we look forward to serving you during your popcorn sale.

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10201 N Illinois St, Indianapolis, IN, 46290



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