

Your ID#: 1234567

[First Name],

Thank you so much for your support of the PennWest Edinboro 2026 Oral History Project. As the publisher, we would like to provide you with an update on the status of the project.

Book Orders (Printed and Digital):

Due to challenges affecting our technology department, it is taking us longer than originally anticipated to complete the editing process of the stories. We are working hard to finalize the project. Once it has been sent to the printer, you will receive another email update from us.

Apparel Orders:

Apparel shipment will coincide with the book shipment. If you encounter any issues with your order, please do not hesitate to reach out to our Client Experience team.

PennWest is in no way responsible for this extended delay. PCI greatly appreciates your understanding and patience throughout this process and unexpected delay. We encourage you to contact us directly should you have any questions about your order. We can be reached at 1-800-982-1590 or by email at PCIService@publishingconcepts.com.

We are proud to have partnered with PennWest Edinboro, and we are confident you will enjoy this first of its kind collection.

Thank you again for your participation in this important project.

Sincerely,

A handwritten signature in black ink, appearing to read "Drew".

Drew Clancy
President