

From: info@nametagcountry.com <info@nametagcountry.com>
To: [Lily CogdillLilyCogdill@scstatehouse.gov](mailto:LilyCogdillLilyCogdill@scstatehouse.gov)
Date: 5/9/2017 11:01:44 AM
Subject: Customer Action Required - 3rd Notice

Your order is still on hold. This will be your last courtesy email. Orders that have been on hold for more than 30 days will be deleted from our system.

We may need additional information or files from you before we can proceed with your order. The reason for the hold is shown below.

Hold Reason:

Do you have a higher resolution logo that you can send us? In order to engrave your logo into the wooden material, we have to convert it to one solid color and yours is not converting well because of the resolution. We cannot engrave FULL COLOR or GRAYSCALE logos into the wooden material. If you have a new logo, please send it to graphics@nametagcountry.com or contact us at 800-206-4099 if you have any questions. One of our representatives will also attempt to contact you regarding your order and your logo.

Email files or responses to: graphics@NameTagCountry.com, and be sure to reference order number: NTC1584039.

Please disregard this notice if you have already spoken with someone about your order.

Thank you,

Customer Support

NameTagCountry.com
800-206-4099

All of our orders are custom-made just for you while following strict production guidelines.