

We understand that you have been waiting on this order for an exceptionally long period of time and may have received conflicting information previously about an expected ETA. On behalf of VEX Robotics, I'd like to apologize for the confusion, and attempt to provide some more insight as to the nature of these frustrating delays.

The supply chain process of getting a product from our manufacturer into your hands is one with many steps and moving parts; parts which all must be perfectly aligned to ensure that the kits that you receive meet our strict quality standards. When any one of these steps hits a snag, it results in a snowball effect on not just that product's delivery timeline, but the timelines of all orders behind it in the ordering queue.

Over the past few months, we have experienced not just one, but many unexpected delays in different stages of this process. These delays ranged from a global electronic component shortage of the parts used to make VEX systems, to shipping congestion when importing products from our suppliers, to unprecedented customer demand overloading our customer service teams.

We have not done a good enough job of anticipating these issues, or of anticipating their impact on final deliverable dates, or of communicating updates to our customers. For this we sincerely apologize and appreciate your patience as we worked to not just solve these short-term issues but mitigate the long-term impact of future similar delays.

I'm happy to say that all of the parts for these kits have made their way through the supply chain labyrinth, arrived here at our headquarters in Texas, and are in their final preparation stages before shipping to you. This includes final kitting, packing, and shipping, which will take place throughout the month of January 2019. If you have still not received anything by early February, please reach back out and we will be happy to assist.

Thank you for your patience while we work through these delays.