

Dear Subscriber,

With the newsletter service we use, we are able to: look up your address, check to see whether your newsletter was sent and if it bounced back or if it is a problem with your filtering setup. If you want to ensure delivery then you must add "[newsletter@cookiescreations.com](mailto:newsletter@cookiescreations.com)". If you ever move it to a spam folder it will stay there until you fix the situation. Everyone's subscription is treated equal and in the order it arrives. Whether you are a customer, educator or dealer, we are most happy to help you. Most issues are resolved within 24-48 hours.

Subscription concerns or questions should be sent to the following [contact@cookiescreations.com](mailto:contact@cookiescreations.com).

The newsletter is set up in this manner so that no one else has access to your subscriber info. We will not sell or give away your email address or any other related information that is provided when you sign up.

Simple things that often create problems:

- Subscribers not typing in their correct email address when initially subscribing on the site. You can always retest by typing your email in our subscription box. If you have subscribed with the correct email, it will respond by letting you know that you are already a member.
- Sometimes email filtering systems catching our newsletter, so be sure to add [Newsletter@cookiescreations.com](mailto:Newsletter@cookiescreations.com) to your email address book to prevent this.
- Subscribers opening their email on a busy day and forgetting they received it, it then gets marked as old mail. Be sure to keep the newsletter marked as new until you are ready to read it.
- Subscribers accidentally trashing their newsletter. \*To get another one that month you will need to subscribe under a different email address because of spam guidelines. You can always have one of the email addresses deleted afterwards.
- Subscribers downloading the design and forgetting where they put it. You are not alone! Your file will begin with "CC" and you can search the hard drive for it.
- Reading your email after the month is over. *The links are only good during the active month and the design downloads are removed 24 hours after the last email.* Example: August 31st arrives and the download will be removed at midnight Sept. 1st.

The system is on autopilot not to say that it will never break down, but it hasn't happened yet.

**\*Please Note: We cannot resend the same newsletter to an address more than once in compliance with good practices for the prevention of spam. It is part of our own agreement.**

You can expect an answer within 24-48 hours (most times sooner). We are thrilled with all our new subscribers and we understand, as a newbie, that there is a learning curve. We have that, too. We appreciate each of our subscribers, and thank you for joining us.

Sincerely,

Cookie Gaynor, Cookiescreations.com