



think outside  
the  box

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Object: **CHIAROSCURO UPDATE**

A cargo unrelated to our production was delivered to the warehouse instead of Chiaroscuro lines expected. Ciao Bella has a protocol with large margins to manage potential issues and meet estimated delivery dates, as normal for manufacturers with productions overseas. Thanks to the protocol, we had never failed to meet orders' shipping dates. Until November 2021.

The protocol was updated more time over the pandemic, but waves of COVID-19 stopped factories and transport HUBs several times after the delivery date was arranged. When the first ink pads availability date couldn't be met, the new changes to protocol could have faced every consequences of the pandemic over import operations and would have provided time enough to deal with the wrong cargo received or, in extreme cases, to get a second quick production to be sent by air from our factory in time to meet February 24 shipping date.

What it couldn't foreseen, just 3 months ago, is the series of events which have brought serious consequences on global production in such a short time, upsetting any emergency plan:

- Sudden world shortage of raw materials, included paper, plastic, pigments, polymers and many more;
- Rationing of electricity in most factories in Asia, allowing to work for just a few hours per day;
- The Russian-Ukrainian crisis resulted in sharp increase of gas and commercial fuel costs, reducing transport options for import over an emergency;
- Sharp reduction in commercial transport with fewer and fewer Europe-Asia routes, which brought chaos because of extreme congestion, making even more long and complicated to solve cargo delivery errors.

For the reasons above, a new availability date for Chiaroscuro Ink Pads cannot be set up at the moment.

**That's why Ciao Bella made the decision to not work with estimated dates of availability for productions overseas anymore.**

The world of manufacturing and commerce has drastically changed. In 24 months, and is still quick evolving affected by unpredictable global situations. To prevent any further inconvenience to the sales network and deal with these new circumstances, **from now on Ciao Bella will carry out pre-sales and marketing campaigns exclusively with goods already available in stock**, to assure the high standard in meeting shipping dates our customers were used to up to 3 months ago.

Lidia Corvini  
Cofounder & Sales Director