

To: Daphne Wallace [REDACTED]
Cc: Rich Kahr [REDACTED]
From: [REDACTED]
Sent: Thur 10/8/2015 9:50:29 PM
Subject: Re: Airway Bill 774520173690 - October 7, 2015

I was on the phone with Fed Ex for almost an hour ...being passed around to various departments and on hold for an exhorbitant amount of time! And I still don't have an answer...but I do have a Case# and am told I should receive a phone call back as soon as research can be done.

Case#1008036367

I'll follow up tomorrow of course...Crazy! and annoying! (mostly annoyed to be charged \$163.93 for this tiny product)

Quite frankly, Ramon at Nortrax needs to be spoken with...because Nortrax was not paying for the shipping I'm sure he didn't care how big the box was that he put our items in...Nortrax needs to know we get screwed when they do this! (however, they may not care! but they should...could threaten not to do business with them...)

On Oct 8, 2015, at 3:22 PM, Daphne Wallace [REDACTED] wrote:

> Greetings [REDACTED]
>
> As promised, attached is a copy of the bill - 8-030-35304 - containing the Airway bill - 774520173690 (\$163.93) that Rich would like you or Bebe to call FedEx and complain about.
>
> The parts - (2) ball joints and (4) nuts - only weighed .85 pounds and in the box and packing a total of 1.6 pounds - but the dimensions of the box were 13 by 13 by 14 inches - so Fedex used the dimension rather than the weight to calculate the price - per Fedex the dimensions equaled a weight of 18 pounds and so the shipping costs after the discount, including the fuel surcharge was \$163.93.
>
> The number I call from STT is 1-800-463-3339 (1-800-GO-FEDEX).
>
> The LSJ, LLC account number is 2296-2846-1.
>
> Thanks, DW
> <Fedex INV8-030-35304 -Dock plug sample & Backhoe parts.pdf>