

From: Lesley Groff [REDACTED]
To: Anna Rodriguez [REDACTED]
Cc: Rich Kahn [REDACTED] Daphne Wallace [REDACTED]
Subject: Re: Airway Bill 774520173690 - October 7, 2015
Date: Wed, 14 Oct 2015 15:33:34 +0000

great. thanks

On Oct 14, 2015, at 11:28 AM, Ann Rodriguez [REDACTED] wrote:

> We don't have a representative but here is the number for our local office 340-775-1990.
>
> Ann R.

>> On Oct 14, 2015, at 11:17 AM, Lesley Groff [REDACTED] wrote:

>> Daphne is on holiday from Oct. 13-18, back on Oct. 19th
>> Anna do you have a local fed ex contact # or representative that you speak with?

>>> On Oct 14, 2015, at 11:13 AM, Richard Kahn [REDACTED] wrote:

>>> daphne do you have a local fed ex contact?

>>> Richard Kahn
>>> HBRK Associates Inc.
>>> 575 Lexington Avenue 4th Floor
>>> New York, NY 10022
>>> tel [REDACTED]
>>> fax [REDACTED]
>>> cell [REDACTED]

>>>> On Oct 14, 2015, at 10:50 AM, Lesley Groff [REDACTED] wrote:

>>>> I was on the phone again with Fed Ex yesterday for about 40 minutes...because this was billed in the USVI I am getting the run around...they keep telling me I need to call the USVI fed ex, but I don't get that? I tell them to connect me and they can't they don't have a number for the USVI Fed Ex...so I asked to speak with the international desk again which I did and got another NEW case #...again told they need to research and I am to call them back in 24-72 hours. I will call again today after 4pm...I was told it all has to do with the box size and not the weight and Fed Ex clearly states this...

>>>>> On Oct 14, 2015, at 10:39 AM, Richard Kahn [REDACTED] wrote:

>>>>> thank you lesley for calling and sorry so annoying..
>>>>> doesn't fed ex weigh boxes?
>>>>> daphne please mention to nortrax and if fed ex cannot do something maybe they will give us a credit for future orders for their sloppiness
>>>>> thanks

>>>>> Richard Kahn
>>>>> HBRK Associates Inc.
>>>>> 575 Lexington Avenue 4th Floor
>>>>> New York, NY 10022
>>>>> tel [REDACTED]
>>>>> fax [REDACTED]
>>>>> cell [REDACTED]

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>>>>> On Oct 8, 2015, at 5:50 PM, Lesley Groff <[REDACTED]> wrote:

>>>>>

>>>>> 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 Lesley,

>>>>>>

>>>>>> As promised, attached is a copy of the bill - 8-030-35304 - containing the Airway bill - [REDACTED] (\$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 [REDACTED]

>>>>>>

>>>>>> Thanks, DW

>>>>>> <Fedex INV8-030-35304 -Dock plug sample & Backhoe parts.pdf>

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