

From: Lesley Groff <[REDACTED]>

To: Lamps Plus Mike <[REDACTED]>,"

[REDACTED] <[REDACTED]>,"

Subject: Re: Your Order Return Request

Date: Mon, 21 Apr 2014 19:52:07 +0000

Hello Christina and Michael. If the wires were cut on sconce item #T9723 it is because Lamps Plus sent it to me this way. I never gave this sconce to an electrician and as I said in a prior email, I barely even took it out of the box. The only thing I can think of here is your warehouse is incorrect on what item came back with cut wires...I did send back a sconce that my electricians tried to hang but they realized the transformer was broken (item #97273) I sent this sconce back to you and you shipped me a new one. Is it possible your warehouse is confusing the two returned items? I am adamant about this because I assure you, I never cut any wires on the satin nickel T9723 sconce or gave the sconce to an electrician. It literally sat in the box in came in. Can you please check again on this for me?

Lesley

On Apr 14, 2014, at 6:55 PM, <[REDACTED]> <[REDACTED]> wrote:

> Hello Lesley,

>

> Thank you for your reply.

> I review the order 207GROF20130722132744 placed on 7/22/13. The item
> returned # T9723 / RA372728 was received and inspected. I reviewed with our
> warehouse, the item was returned back after the 60 day return policy and the
> wires were cut. Therefore, a re-stocking fee of \$50 will be deducted from
> the refund.

>

> Now we are able to work with you on returning the item for refund. The
> re-stocking fee is the exception. Plus we combined the wire cut fee to the
> re-stocking fee.

>

> Should you have any further question, please do not hesitate to contact us.
> We appreciate your business!

>

> Have a Wonderful Day!

>

> Thank you for Choosing

>

>

> Cristina A.

> Customer Service Specialist

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

>

> Monday - Friday 8am - 4:30pm PCT

>

>

> -----Original Message-----

> From: Lesley Groff [mailto:[REDACTED]]

> Sent: Thursday, April 10, 2014 2:08 PM

> To: Customerservice

> Subject: Re: Your Order Return Request

>

> Hi Christina...I just had an opportunity to read your email in full...the
> T9723 I definitely requested an RA for...I only opened the box to look at
> the sconce...I barely took it out of the box. We were trying to determine
> if we wanted chrome or satin nickel. Way back when I ordered it, I called
> and spoke with a representative and told her we were building a house...she
> said to keep it and we would sort it out once we determined what we wanted
> to do. If you look back, I did send back something else from that original
> order (I wanted to send this back too but she assured me to just keep it and
> we would all be ok..and believe me, I knew of your return policy and we
> spoke about it..she still said it would be ok to return at a later date or
> else i would have shipped it back with the other item I shipped back to
> you...I don't know why your warehouse says a wire was clipped? I never gave
> it to an electrician? It has been sitting in my basement as we determined
> what we wanted to do...I really don't feel like I should be penalized \$50
> ...i would have been happy to stick it into the original box I had shipped
> back to you but was convinced it would all be ok even if we did want to
> ultimately return it. I DID order 4 of the exact same sconce, just in the
> chrome version...I am happy to discuss this with you...I am still in need of
> a desk and some chairs and who knows what else! Michael S. has been
> extremely helpful and great to deal with ...I hope we can do something here
> with this return..the clipping of wire makes zero sense to me...

> thank you for researching all my returns for me. I do appreciate it.

> Thanks, Lesley

> On Apr 9, 2014, at 12:10 PM, [REDACTED] wrote:

>> Hello Lesley,

>> Thank you for your email.

>> I do apologize for the inconvenience this has caused. I do see that we
>> have placed many orders with us. We appreciate your business. Yes a
>> refund was submitted on 3/28/14 for \$288.00. That refund was for
>> RA365573. The items returned and inventoried:2x 13022, 1x Y1731, 2x t6313.

>> 340GROF20140124104907

>> Returned for refund:

>> 2x #13022 for \$99.95

>> 1x #Y1731 for \$90.00

>> 2x #t6313 for \$90.00

>> Total refund should be: \$469.90

>> I have contacted our billing department to verify and credit you back
>> for the items returned. Please allow 2-3 business days to process.

>> Another order 207GROF20130722132744, there was an item that you
>> returned without a Return Authorization. We did however received and
>> were able to create a Return Authorization RA372728. It is currently
>> in the process of being refunded. Please allow 2-3 business day for
>> our billing department to credit you back.

>> 1x #T9723. Per warehouse the wires were cut. Therefore there will be a
>> \$50.00 deduction fee for that and it has past the 60 day return policy.

>> I truly apologize for the inconvenience this has caused. Should you
>> have any further questions or concerns, please do not hesitate to contact
> us.

>>
>> Have a Wonderful Day!
>> Thank you for Choosing

>>
>> Cristina A.
>> Customer Service Specialist

>> [REDACTED]
>> [REDACTED]
>> [REDACTED]
>>
>> Monday - Friday 8am - 4:30pm PCT

>>
>> -----Original Message-----
>> From: Lesley Groff [mailto:[REDACTED]]
>> Sent: Tuesday, April 08, 2014 11:18 AM
>> To: Lamps Plus Online Sales Support
>> Cc: CSR - Michael S
>> Subject: Re: Your Order Return Request

>>
>> Hello Marine...I am still waiting for my return to be completed...can
>> you please check on this for me? I have only rec'd one email stating
>> I have a
>> \$288.00 credit on RA#365573...but I had \$600 worth of credits... ???
>> i sent back all these items on March 10th. It is now April 8th...I
>> would really appreciate you, or someone, getting back to me as soon as
> possible.

>>
>> Thanks, Lesley Groff

>> [REDACTED]
>>
>> On Mar 13, 2014, at 2:02 PM, <[REDACTED]>
>> <[REDACTED]> wrote:

>>
>>> Hello Lesley,
>>>
>>> Thank you for your email. Yes once we receive your return we will
>>> reship you a brand new sconce. If you have further questions or
>>> concerns please call or email us.

>>>
>>> Thank you again and have a wonderful day!

>>>
>>> Thank you for Choosing

>>> Marine M.
>>> Customer Service Specialist

>>> [REDACTED]
>>> [REDACTED]
>>>
>>> Office Hours: Mon-Fri
>>> 8:00am-4:30pm PST

>>> -----Original Message-----
>>> From: Lesley Groff [mailto:[REDACTED]]
>>> Sent: Thursday, March 13, 2014 9:13 AM
>>> To: Lamps Plus Online Sales Support
>>> Subject: Re: Your Order Return Request

>>>

>>> ok thanks!
>>> Once you receive my return, you are to ship me the replacement
>>> George Kovacs Sconce #97273. It had a broken transformer...
>>> thanks, Lesley
>>>
>>> On Mar 13, 2014, at 12:08 PM, <[REDACTED]> wrote:
>>>
>>>> Hello Lesley,
>>>>
>>>> Thank you for your email.
>>>>
>>>> As of this time, we do not have any current shipping information on
>>>> your order. I am forwarding this to the appropriate department to
>>>> get updated on your order. You will receive an email response within
>>>> 24 business hours with the full status of your order.
>>>>
>>>> For further questions please feel free to contact or email us.
>>>>
>>>> Thank you for Choosing
>>>> Lamps Plus
>>>> Merri M.
>>>> Customer Service Specialist
>>>> [REDACTED]
>>>> [REDACTED]
>>>> [REDACTED]
>>>>
>>>> -----Original Message-----
>>>> From: Lesley Groff [mailto:[REDACTED]]
>>>> Sent: Monday, March 10, 2014 4:03 PM
>>>> To: Customerservice
>>>> Subject: Re: Your Order Return Request
>>>>
>>>> All Items were sent back today with your Fed Ex Labels.I also sent
>>>> back a George Kovacs Sconce #97273 with RA#RA367427 from Order
>>>> #340GROF20140124104907. I am not positive which tracking # is
>>>> associated with the one different RA# (sorry!) But they all went on
>>>> the Fed Ex Truck today!! Tracking Numbers below:
>>>>
>>>> 468387815116370
>>>> 468387815116356
>>>> 468387815116349
>>>> 468387815116363
>>>> 468387815116387
>>>>
>>>> Thanks, Lesley
>>>>
>>>>
>>>> On Feb 28, 2014, at 2:44 PM, [REDACTED] wrote:
>>>>
>>>>> Order ID: 340GROF20140124104907
>>>>>
>>>>> Hello Lesley Groff,
>>>>>
>>>>> Thank you for shopping with us. We're sorry to hear your order will
>>>>> not
>>>>> work out for you at this time. New and exciting products are updated
>>>>> on our website weekly so we invite you to shop with us again in the
>>>>> future.
>>>>>
>>>>> Your Returns Merchandise Authorization number (RMA) is RA365573.
>>>>>
>>>>> Use this number to complete the returns form that was included with
>>>>> your
>>>>> order. If your order did not include a returns form, please download

>>>>
>>>> Should you have any questions about your order, please contact us
>>>> at
>>>> [REDACTED] or e-mail [REDACTED].
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