

From: "drugstore.com Customer Care" <[REDACTED]>
To: [REDACTED]
Subject: Inventory Issue -- Order #03381845347200 [Incident: 150419-002893]
Date: Sun, 19 Apr 2015 22:28:44 +0000

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. If this issue is not resolved to your satisfaction, you may reopen it within the next 3 days.

Thank you for allowing us to be of service to you.

Discussion Thread

Response Via Email (Allison L.)

04/19/2015 03:28 PM

Hello,

Thank you for ordering from drugstore.com.

Unfortunately, we will not be able to fulfill your order #03381845347200 because our Distribution Center does not have enough inventory on hand to ship the #96 Oral-B Complete 5 Way Clean Soft Toothbrushes. As such, your order has been cancelled. We sincerely apologize for any inconvenience this may cause.

A review of our current inventory shows that we have #30 of the Oral-B Complete 5 Way Clean Soft Toothbrushes available for immediate shipment. If you'd like the smaller quantity, please feel free to place a new order on our site at your convenience.

While drugstore.com is a retail supplier and generally maintains inventory levels to fulfill orders for average household use, our Special Order Team works to meet customer needs for larger quantities. Going forward, if you wish to purchase more than 20 of any individual item, you're welcome to contact our Special Order Team. Before placing an order, please send an email to [REDACTED]. Let us know what you'd like to order, the desired quantity, the shipping destination and the timeframe in which the products are needed. We can investigate the possibility of special ordering the item from our supplier, then provide you with a price quote and timeframe for fulfillment.

Again thank you for choosing drugstore.com. If we can be of further assistance, please let us know.

Sincerely,

Bulk Ordering Department

[REDACTED] <mailto:[REDACTED]>

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