

From: Kristen Grounds <[REDACTED]>

To: [REDACTED] <[REDACTED]>

Subject: RE: Peepers Order

Date: Mon, 02 Feb 2015 18:55:35 +0000

Inline-Images: image001.png; image002.png; image003.png; image004.png; image005.png

Thank you – I will get this shipped this afternoon.

Kristen Grounds

CUSTOMER EXPERIENCE TEAM
Customer Care & Sales Specialist

PeeperSpecs | [REDACTED]
9935 E US Hwy 12 | Michigan City, IN 46360



[Peepers Showcase](#) – a virtual tour of our merchandising options

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, February 02, 2015 12:25 PM

To: Kristen Grounds

Subject: Re: Peepers Order

Hi Kristen,
Yes, I ordered 40 glasses.
Thanks,
[REDACTED]

On Feb 2, 2015, at 12:27 PM, Kristen Grounds <[REDACTED]> wrote:

Hello [REDACTED],

Thank you for your recent order from PeeperSpecs! Our system, however, has alerted us that this order has a rather high score with our fraud alert system, as well as the order total being significantly high. Could you please verify that you did, indeed, place this order? Any information would be greatly appreciated in helping us to verify the authenticity of this order.

We apologize we must have such stringent guidelines, but our exposure to fraudulent orders over the past year has caused us to change our policies. It's unfortunate that a few bad people out there cause us to create headaches for our true customers, but this is a necessary part of our business. We hope you understand and look forward to your reply.

Best regards,

Kristen Grounds

CUSTOMER EXPERIENCE TEAM

Customer Care & Sales Specialist

PeepersSpecs | [REDACTED]

9935 E US Hwy 12 | Michigan City, IN 46360

Office [REDACTED]

Direct [REDACTED]

[<image001.png>](#)

[<image002.png><image003.png><image004.png><image005.png>](#)

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