

**From:** Customercare <[REDACTED]>  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** Daphne Wallace <[REDACTED]>  
**Subject:** Re: Shipping Status  
**Date:** Tue, 25 Nov 2014 21:36:49 +0000

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We have to check with Fedex to get a proof of delivery it was signed and delivered by there warehouse. It is something we don't have on file and we need to request that from the fedex agent and that will take some time.

[https://www.fedex.com/fedextrack/WTRK/index.html?action=track&trackingnumber=341166379-1&cntry\\_code=us&fdx=1490](https://www.fedex.com/fedextrack/WTRK/index.html?action=track&trackingnumber=341166379-1&cntry_code=us&fdx=1490)

We will get back to you once we have that information.

On Nov 25, 2014, at 1:33 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi,  
We were on the phone with Tropical Shipping - they cannot locate the package based on the Fedex number. Any idea?

We need the Pro-number that the driver received when they delivered the package on 11/20 or a copy of the invoice that accompanied the package.

Please get back to us ASAP! I was calling you today during your business hours and no one picks up!!!

On Nov 17, 2014, at 3:58 PM, Customercare <[REDACTED]> wrote:

Hello Karyna,

the order left with Fedex Freight, Tracking number is 341166379-1

On Nov 13, 2014, at 4:11 PM, [REDACTED] <[REDACTED]> wrote:

<201411171512.pdf>

Please see below regarding the shipping process for 3 Maui chairs..

Sent from my iPhone

Begin forwarded message:

**From:** Daphne Wallace <[REDACTED]>  
**Date:** November 13, 2014 at 5:18:44 PM EST

**To:** [REDACTED] <[REDACTED]>, ann rodriquez <[REDACTED]>, Gregory <[REDACTED]>, Bella Klein <[REDACTED]>, Rich Kahn <[REDACTED]>  
**Subject: Re: Fwd: Shipping Status**

Greetings Karyna,

Fedex can deliver the chairs to our freight forwarder in Florida. The invoice should be addressed as follows:

LSJE, LLC - St. Thomas  
Tropical Shipping  
9505 NW 108th Avenue  
Medley, Florida 33178

Just to make sure I am not making any assumptions - the chairs are coming from a store in the USA, correct?

If this is correct, Fedex Ground to Florida Tropical Shipping, email me the invoice addressed in the format above - including the Original Country of Origin for the chairs (if not US) and I will take it from there. If they are coming from outside of the US, completely different procedure.

Please advise, DW

On Nov 13, 2014 6:05 PM, "[REDACTED]" <[REDACTED]> wrote:

Hi Daphne,  
Please see below regarding the shipping of Maui chairs to LSJ and please advice..  
Thanks,  
[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** Customercare <[REDACTED]>  
**Date:** November 13, 2014 at 4:49:21 PM EST  
**To:** [REDACTED] <[REDACTED]>  
**Subject: Re: Shipping Status**

[REDACTED],

the box for the chairs are 3" inches to tall and 1" too wide for the international Package service to St. Thomas.

Fedex will only take the box size by Freight

Box Size Each :23" x 22" x 35"H 24 lbs

The only way they can be shipped is by Fedex Freight. However the price is outrageous.

Fedex Standard Air: \$765.00

FedEx Freight : \$1894.73

We can ship the items to Florida to a forwarding agent that can send them by sea if you know what agent

works for St. Thomas.

thank you,

On Nov 12, 2014, at 5:08 PM, [REDACTED] <[REDACTED]> wrote:

Thank you Lars.

Please keep in mind UPS does not ship to St.Thomas, FedEx does.

[REDACTED].

Sent from my iPhone

On Nov 12, 2014, at 6:00 PM, Customercare <[REDACTED]> wrote:

Hello [REDACTED],

the package dimension for shipping the goods to US. Virgin Islands seems to have been revised in September.

We are working on getting the better quote with Fedex and UPS but the rates are very high. As soon as we have

collected all the freight rates I will send you a list of shipping rates and you can choose the best options for you.

thank you,

Lars

