

From: [REDACTED]

To: [REDACTED]

Subject: RMA for Bowery items [Incident: 170510-000040]

Date: Tue, 23 May 2017 21:11:07 +0000

Attachments: img-523172431-0001.pdf



Recently you requested personal assistance from our on-line support center, Question Reference # 170510-000040. Your request requires additional information for us to move forward with a resolution. Please see a summary of your request and our response below. Thank you for allowing us to be of service to you.

Subject

RMA for Bowery items

Response By Email (David Vargas) (05/23/2017 04:11 PM)

Waterworks Return – Fedex label attached

Return Merchandise Authorization

Dear Ms. Shuliak,

Thank you for contacting us regarding your Waterworks return using FedEx. Please note that your Waterworks Return Merchandise Authorization (RMA) # is 167577. Your FedEx Call Tag label is attached. This label will provide you with the ability to drop the return product at any FedEx location at your convenience.

As a reminder, the above RMA is valid for 60 days; failure to return product within 60 days may result in the invoicing of any replacement product. We ask that you take the steps outlined below prior to sending in your return.

- Confirm all *uninstalled* parts and pieces are included and packaged securely
- Confirm product is in its original product packaging
- Place product boxes inside a shipping box

It is important to note that this is a pre-authorization of return. Pre-authorized returns are subject to inspection. Please do not send product back which has not been included in this authorization as it may delay the processing of your return. Returns will be approved and processed once the product has passed inspection.

You will be notified of your RMA status once your return has completed the inspection. This process may take up to three weeks from the time the return is received.

If you have any questions about your return, please respond to this email or contact me at the phone numbers listed below. Thank you for choosing Waterworks.

Response By Email (David Vargas) (05/10/2017 11:09 AM)

Waterworks Return – Pick up scheduled

Return Merchandise Authorization

Dear Ms. Shuliak,

Thank you for contacting us about your Waterworks return. Please note that your Return Merchandise Authorization (RMA) # is **167577**. The pick-up of your return has been arranged with **FedEx**; the corresponding tracking number is **997010002493882**.

FedEx will attempt pick up on 5/11/17. They will attempt to pick up for three consecutive days. Failure of package pick up may result in rescheduling a new pick up date with Waterworks.

Please be advised that the above RMA is valid for 60 days; failure to return product within 60 days may result in the invoicing of any replacement product. We ask that you take the steps outlined below prior to sending in your return.

- Confirm all *uninstalled* parts and pieces are included and packaged securely
- Confirm product is in its original product packaging
- Place product boxes inside a shipping box

It is important to note that this is a pre-authorization of return. Pre-authorized returns are subject to inspection. Returns will be approved and processed once the product has passed inspection. You will be notified of your RMA status once your return has completed the inspection, which may take up to three weeks from the time the return is received.

If you have any questions about your return, please respond to this email or call me at the phone numbers listed below. Thank you for choosing Waterworks. It has been a pleasure doing business with you.

Sincerely,

Kindly respond to this email with the information requested so we can address this promptly. You may also contact us at (800) 927 2120.

Sincerely,

Waterworks

60 Backus Avenue
Danbury, CT 06810