

From: [REDACTED] <[REDACTED]>
To: Joe Passarelli <[REDACTED]>
Cc: Robert Day <[REDACTED]>
Subject: Re: Your Order Will Ship Today
Date: Fri, 27 Apr 2012 14:39:59 +0000

Thank you very much for all your help with figuring out all the fun shipping details!

On Apr 27, 2012, at 4:16 PM, Joe Passarelli <[REDACTED]> wrote:

Ok, thanks great, Great, GREAT news, [REDACTED] if you have any other questions feel free to contact us at any time , and it has been a pleasure working with you. Have a great day!

--

Joe Passarelli

<http://www.dullesglassandmirror.com>

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From: Robert Day [mailto:[REDACTED]]
Sent: Friday, April 27, 2012 9:58 AM
To: [REDACTED]
Cc: 'Joe Passarelli'
Subject: Your Order Will Ship Today

Your order has just been shipped via Southeastern Freight Lines. The tracking number is: [REDACTED]

You can track it at: [REDACTED]

Your item is being shipped by freight because of its size. Receiving a package shipped by freight is very different from receiving a package shipped by FedEx. Please follow these instructions:

1. Plan ahead for delivery. **You will need to transport the item yourself** from the truck to inside your home. Act as though you were about to move a large piece of delicate furniture. Make sure you have enough people, a hand truck if needed, and a route to take from the curb to the correct place inside the home. Take into account the item's dimensions and weight. -
2. When the item arrives, the driver will only place it outside the truck. You and any helpers need to bring it into the house with great care.
3. When it is inside, open the package carefully and make sure there is no damage to the item you ordered. **It is essential that you do this while the driver is there.** Only if you inspect the item at that time is the item covered by shipping insurance. If there is damage, either describe it thoroughly on the proof of delivery receipt or refuse the delivery. If you describe the damage on the receipt, please send a copy to us by scanning it and sending by email, photographing it and sending by email, or sending it by mail (and holding onto a copy). This is the only way that

we can reimburse you for the damaged item, since it is the only way we are reimbursed by the shipping company.

Many thanks for your order,

Robert Day
Purchasing Department Manager

[Redacted]

Tel: [Redacted]

Fax: [Redacted]

[Redacted]

<image001.jpg>

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