

From: Mud Australia Store Los Angeles <[REDACTED]>

To: [REDACTED] <[REDACTED]>

Subject: Re: Your order #4884 will be delivered between approximately 24 May - June 7

Date: Wed, 06 Jun 2018 21:46:10 +0000

Embedded: Shipped_-_your_mud_australia_delivery.eml

Inline-Images: image001.png; IMG_5555.jpg

Dear [REDACTED],

I hope this email finds you well.

We've received your return for a credit of the following:

- 2 Mugs, one which arrived chipped
- 1 Nest Baby completely shattered
- 1 Tea Cup and Saucer
- 1 Tea Cup and Saucer Round
- 1 Salad Plate
- 1 Bread Plate
- 1 Flared Plate Small

The total credit under your account is \$640 USD.

Kindly email/call when you're ready to select pieces.

We warmly invite you to contact us at Mud Australia Los Angeles should you have any further queries.

Best regards,
Jax & Mud Australia L.A.



mud australia Inc.
Creators and manufacturers
of handmade porcelain tableware

[REDACTED]
Los Angeles
8216 West 3rd St
Los Angeles CA 90028
T 1 424 258 7142
[REDACTED]

Mon-Sat 10am – 6pm
Sun 11am – 5pm

On Apr 16, 2018, at 3:22 PM, Mud Australia Store Los Angeles <[REDACTED]> wrote:

Dear [REDACTED],

We hope this email finds you well.

We write to advise that a delivery from Mud Australia Los Angeles is on its way:

order #	4884
shipped with	UPS
dispatch date	16 April 2018
tracking #	1Z28V32X0300328680
tracking link	[REDACTED]

Please allow some time for the status of your shipment to correctly display at the above link.

Accidents can happen, so please check your order and let us know within 7 days if there are any breakages, faults or incorrect items. We ask also that you contact us at Mud Australia Los Angeles before shipping any items to us. For further information, please visit [\[REDACTED\]](#)
[returns](#)

Thank your again for your purchase - we warmly invite you to contact us at Mud Australia Los Angeles should you have any further queries.

Best regards,

Jax & Mud Australia L.A.

<image001.png>

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On Apr 13, 2018, at 5:28 PM, Mud Australia Store Los Angeles <[REDACTED]> wrote:

Hello [REDACTED],

We will ship the items in stock Monday 16 April, and cancel the Flared Dinner Plate & Tea Cup with Saucer into a store credit under your name.

Our Store Credit will be under your account/name, simply ring us at 4242587142 or email to use it.

Best,
Jax

<image001.png>

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On Apr 13, 2018, at 5:11 PM, [REDACTED] <[REDACTED]> wrote:

Hello,

Please ship the stock items right away and cancel the flared dinner plate, tea cup and saucer that are not in stock.

Thank you.

[REDACTED]

On Apr 13, 2018, at 8:05 PM, Mud Australia Store Los Angeles <[REDACTED]> wrote:

Hello [REDACTED],

From your order in Milk we currently have:

Flared Plate Small
Bread Plate
Salad Plate
Nest Bowl Baby
Tea Cup and Saucer Round (unglazed saucer)
Mug
Sugar Bowl Round
Jug Small
Jug Round
Salt
Pickle Dish

We do not have:

Flared Dinner Plate
Tea Cup and Saucer (unglazed saucer)

If this order is split into two shipments, we require a freight fee of \$16.43.
Please advise how you'd like to proceed.

Best,
Jax

<Credit Card Authorization Form.pages>

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On Apr 12, 2018, at 6:16 PM, [REDACTED] <[REDACTED]> wrote:

Hello,

Are there any items from that order that are in stock?

Thank you,

On Apr 12, 2018, at 5:18 PM, Mud Australia Store Los Angeles <[REDACTED]> wrote:

Dear [REDACTED],

We hope this email finds you well.

Thank you for your purchase with Mud Australia.

Your porcelain will be carefully handmade by our ceramists in our studio in Sydney, Australia. We anticipate delivering your items between approximately 24 May - June 7.

We warmly invite you to contact us at Mud Australia LA should you have any further queries regarding your order.

Best regards,

Jax & Mud Australia LA

<image001.png>

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