

**From:** Pamela Turvy <[REDACTED]>  
**To:** "[REDACTED]" <[REDACTED]>  
**Subject:** Re: RH Email Inquiry  
**Date:** Fri, 05 Oct 2018 20:04:53 +0000

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Dear Karyna,

Thank you for contacting RH. I appreciate you taking the time to email us. I can certainly provide assistance.

I am sorry that the marble box arrived broken. I have set up an exchange for the box. You will receive a new Polished Marbel Box in the next 3 to 7 business days. I have also requested a return label be sent to your email address to return the damaged box.

You will receive a separate message from UPS within the next 24 hours. Once received, simply click on "Retrieve Your UPS Returns Label" to print the return label and affix it to the outside of the box. You may then bring it to any UPS location, and they will ship it back to our facility at no cost to you. Once we receive the package, we will issue your refund within 3-5 business days.

For your reference, the tracking number for this return is 1ZE3F5519032574756.

Please let me know if you have any further questions or concerns.

Sincerely,  
Pamela Turvy

----- Original Message -----  
From: [REDACTED] [REDACTED]  
Sent: 10/4/2018  
Subject: RH Email Inquiry

Dear Sir or Madam,  
The marble box from the order #17316164 arrived with a broken lid.  
Please advice how to proceed with the return.  
Thank you,  
[REDACTED]

For internal use:  
[REDACTED]

Pamela Turvy  
RH  
[REDACTED]