

From: goop Customer Experience Team <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: Update on your goop Order no. 64127385
Date: Mon, 03 Dec 2018 14:24:28 +0000

Type your response ABOVE THIS LINE to reply

Karyna Shuliak
Subject: Update on your goop Order no. 64127385

DEC 03, 2018 | 09:24AM EST

goop Customer Experience replied:

Dear Karyna:

We hope this email finds you well.

Unfortunately, we have some bad news: The Kaylie Bra Top is no longer in stock. This happens rarely (essentially our back-end failed to update in real-time), but when it does, it is very disappointing.

We have refunded your card for the full amount of \$56—this should show up in the next few days, though some banks can take up to 10 days to process credits. The rest of your order has shipped and will be with you shortly.

We sincerely apologize for the inconvenience. If we can assist you in any way, please let us know.

Best,
Kelsey



Kelsey Moore
CUSTOMER EXPERIENCE

e: customerservice@goop.com

w: goop.com

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This message was sent to [REDACTED] in reference to Case #: 203065.

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