

**From:** Karyna Shuliak <[REDACTED]>  
**To:** Customer Service <[REDACTED]>  
**Subject:** Re: The Well Appointed House - Order # 100007352 Update  
**Date:** Mon, 31 Dec 2018 15:45:29 +0000

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Please ship all the items aside from the tumblers immediately. Keep the backorder for the tumblers separately. Thank you.

On Dec 31, 2018, at 9:52 AM, Customer Service <[REDACTED]> wrote:

Type your response ABOVE THIS LINE to reply

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**Subject:** The Well Appointed House - Order # 100007352 Update

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DEC 31, 2018 | 02:51PM UTC

**Customer Service 2** replied:

Thank you for your order! Please note that your items: Pigeon & Poodle Kona Tumbler Set in Bleached Rattan, Set of 2 are experiencing a slight delay due to a backorder and is expected to ship by late April. If this new date is acceptable, you do not need to do anything and we will put your order in. We will update your order with tracking information as soon as it ships out.

If this date is not acceptable and you wish to cancel or you need more information or would like our team to suggest alternate items, please email us at [REDACTED] or respond to this email.

Please let us know if you would like to have your order split shipped or if you would like all items on your order to go out once the tumblers are back in stock.

We appreciate your patience and will do whatever we can to monitor the backorder! Thank you for your business! Enjoy the day.

Customer Service  
The Well Appointed House, LLC  
[www.wellappointedhouse.com](http://www.wellappointedhouse.com)

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This message was sent to [REDACTED] in reference to Case #: 52729.