

**From:** Daphne Wallace <[REDACTED]>  
**To:** Karyna Shuliak <[REDACTED]>, Carluz Toylo <[REDACTED]>  
**Cc:** Richard Kahn <[REDACTED]>  
**Subject:** Re: FedEx Tracking # [REDACTED]  
**Date:** Mon, 04 Feb 2019 18:32:51 +0000

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Greetings Karyna,

This is great news :) Thank you and kind regards, Daphne

On Mon, Feb 4, 2019 at 12:22 PM Karyna Shuliak <[REDACTED]> wrote:

Hi Daphne,  
Yes, it is here in Palm Beach. Will bring it with us to the island.  
Thank you,  
Karyna

On Feb 4, 2019, at 12:25 PM, Daphne Wallace <[REDACTED]> wrote:

Greetings Karyna,

Did you come across what I am presuming would have been a small package/box when you were last in PB? The QualityBath order with the 2 volume controls is missing.

It arrived, per the Fedex tracking number to the PB house on 1/17 at 12:33 pm local time. It was left at the front door, but Carluz says he did not receive it.

The package would have been addressed to you since I used your account, so I do not know if he collected it, thinking it was for you and not my order.

Kind regards, Daphne

On Mon, Feb 4, 2019 at 11:13 AM Cashkim Bussue <[REDACTED]> wrote:

Good morning All,

Upon my investigation into the FedEx package which should have arrived at the palm beach address on Thursday, January 17, 2019, at 12:33 pm. The FedEx representative indicated that the package was delivered on the said day, and to open a claim, the claim has to come from the sender of the package, not a third party. Also, it was a "no signature" required for the package which means, once a package passes the 10 days grace period is not a necessarily guaranteed for a refund. Additionally, any inquiry for a reimbursement typically has to come no one else but the sender.

Please advise accordingly.

Thanks.

Regards,  
Cashkim.