

From: Karyna Shuliak <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: Re: Missing part order# 314233

Date: Fri, 26 Apr 2019 23:18:46 +0000

Inline-Images: image1.jpeg

Dear Olli,

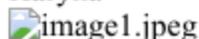
Thank you for your reply.

Please see below the image from the manual. I marked the missing pole with the red arrow on the picture.

Hope this helps.

Thank you.

Karyna

image1.jpeg

On Apr 26, 2019, at 2:37 AM, "[REDACTED]" <[REDACTED]> wrote:

Hello Karyna,

Thank you for your message.

I'm so sorry to hear there was one part missing from your lamp.

Would you be able to send us some photo from manual so we would no exactly what part is missing? I will forward your message to our claims handlers and they will contact the manufacturer so we will get this missing part to you as soon as possible.

Apologies for this inconvenience.

Have a great weekend!

Ystävällisin terveisin | Kind regards

Olli

—

Olli Maunula

After Sales Specialist

[REDACTED]

t. [REDACTED]

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----- Original Message -----

EFTA00554309

From: Karyna Shuliak [redacted]
Sent: 22.4.2019 21:53
To: [redacted]
Subject: Missing part order# 314233

Dear Sir or Madam,

This message is regarding my order # 314233.

I have not received all the parts for the Marset Funiculi floor lamp. The tall pole to which the lampshade is supposed to be attached was missing. I would like for the missing part to be shipped as soon as possible. Please advice.

Thank you.

Karyna



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