

From: Karyna Shuliak <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: Re: Missing part order# 314233
Date: Thu, 02 May 2019 17:13:41 +0000

Dear Olli,

I reached out to UPS and they did say that the package stopped in transit for some reason. They advised that you should contact them and ask to initiate the investigation, this way it will be claim eligible, as opposed to if I initiate it would not be claim eligible.

Please let me know ASAP once you contact them.

Thank you,
Karyna

On Apr 29, 2019, at 5:43 AM, [REDACTED] wrote:

Hi Karyna,

I had information from our claims team that this part you are missing is shipped in own parcel and seems that UPS has some problems with it.

I would advice you to contact UPS about this. This part is on its way to you.

The tracking code for it is: 1Z15414V6763431975
[REDACTED]

Hope you get it as soon as possible.

Ystävällisin terveisin | Kind regards

Olli

—
Olli Maunula
After Sales Specialist
[REDACTED]

t [REDACTED]
[REDACTED]

Finnish Design Shop Oy
Iso-Heikkiläntie 6, 20200 Turku, Finland

----- Original Message -----
From: Karyna Shuliak [REDACTED]
Sent: 27.4.2019 2:18
To: [REDACTED]

Subject: Re: Missing part order# 314233

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]

[REDACTED]

Finnish Design Shop Oy

Iso-Heikkiläntie 6, 20200 Turku, Finland

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

From: Karyna Shuliak [REDACTED]

Sent: 22.4.2019 21:53

To: [REDACTED]

Subject: Missing part order# 314233

Dear Sir or Madam,

EFTA00554537

This message is regarding my order # 314233.

I have not received all the parts for the Maset 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 advise.

Thank you.

Karyna



ref:_00D1UCwRk,_5001U9PLGx:ref



<image1.jpeg>