

From: Frontgate Support Services <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: fgss> RE: Frontgate International Order Email # W2584790 (Thread:4243011)
Date: Wed, 14 Nov 2012 15:05:46 +0000

Dear [REDACTED],

Thank you for your order with Ballard Designs.

We have added the items to your order and added the information to the shipping address. Please find below your new shipping quote for the order after the items have been added. Please let us know if you would like to proceed with your order.

This order is currently on hold pending you approval of the processing and handling charge of \$204.50 plus the cost of the item(s). Please reply to this email and let us know if we may process you order.

We thank you for your interest in Ballard Designs and look forward to serving your future shopping needs.

If you need any additional assistance, please contact us at [REDACTED] option 1 between 8am to 7pm EST or email at [REDACTED]

Sincerely,

Dennis Beyer
Ballard Designs Customer Service Support

[REDACTED]
www.ballarddesigns.com

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, November 13, 2012 11:08 AM
To: Frontgate Support Services
Subject: Re: fgss> RE: Frontgate International Order Email # W2584790 (Thread:4243011)

I would like to continue with the order being shipped to Tropical Shipping in Medley, FL . You will need to add on the name [REDACTED] to the shipping address so Tropical knows where to forward to. I would like to also **add on one more of:**

78898 PAB / Luxe Edition King Kai - Pacific Blue 1	1 11/23/2012	STANDARD SHIPPING	\$249.00
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And add on one more of:

78897 PAB / Luxe Edition Kai - Pacific Blue 2	1 11/23/2012	STANDARD SHIPPING	\$169.00
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Can you please send me an updated receipt for this order with additions. Thank you!

On Nov 12, 2012, at 10:56 AM, Frontgate Support Services <[REDACTED]> wrote:

Dear [REDACTED],

We have adjusted your shipping address to Medley Florida, your new shipping quote is below. Please let us know if you would like to continue with you order.

Thank you for your order with Frontgate. This order is currently on hold pending you approval of the processing and handling charge of \$142.70 plus the cost of the item(s). Please reply to this email and let us know if we may process you order.

We thank you for your interest in Frontgate and look forward to serving your future shopping needs.

If you need any additional assistance, please contact us at [REDACTED] option 1 between 8am to 7pm EST or email at [REDACTED]

Sincerely,

Dennis Beyer
Frontgate Customer Service Support

www.frontgate.com

From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, November 11, 2012 12:27 PM
To: Frontgate Support Services
Subject: Re: Frontgate International Order Email # W2584790 (Thread:4243011)

Thank you. Can you please send a shipping quote to the following freight forwarder for this order:

Tropical Shipping
9505 NW 108th Ave
Medley, FL 33178
Thank you .

On Nov 9, 2012, at 11:57 AM, Frontgate Support Services <[REDACTED]> wrote:

Dear [REDACTED],

Thank you for your interest in our Frontgate products.

The cost of shipping order #W2584790 to the US Virgin Islands will be \$389.14 plus the cost of the item(s). The prices included in this quotation are valid for 60 days from the date of the quote. Merchandise is not being held for this order and cannot be allocated until credit card authorization is obtained. If an electronic signature copy of this quote or a reply to this email with your approval is not returned within 5 business days, your order will be cancelled. All orders require payment and approval prior to shipping. **If you [REDACTED] the shipping charges and have not already provided your credit card number and expiration date, please call us at [REDACTED], with that information or fax it to [REDACTED] and refer to your order number.**

Please keep in mind the shipping charges cover only the cost of shipping to the final destination. Due to import fees and taxes varying from country to country, the recipient is responsible for any import fees, customs duties, taxes and/or any other fees imposed on the shipment. If the fees are acceptable to you, please reply to this email that you are accepting the international ship quotation and any additional import/taxes/customs duties that may be assessed.

Orders shipped outside the United States are not refundable, therefore, the Frontgate Guarantee is not available on International Orders. However, we will support all manufacturer warranties, including exchanges for the same item, if necessary, during the warranty period. If for any reason there is a need to return an item to us, please be aware that you will be responsible for all return shipping fees, including Customs and Import fees. We cannot refund international shipping expenses.

If you would prefer to have your order shipped to a freight forwarding company in the United States, we would be more than happy to quote shipping charges to a domestic location.

If the above options do not meet your needs, simply reply to this message requesting we cancel the order. We thank you for your interest in Frontgate and look forward to serving your future shopping needs.

If you need any additional assistance, please contact us at [REDACTED] 8am to 7pm EST or email at [REDACTED].

Sincerely,

Dennis Beyer
Frontgate Customer Service Support

www.frontgate.com

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