

**From:** [REDACTED] <[REDACTED]>

**To:** Secret Cove Customer Service <customerservice@secretcove.com>

**Subject:** Re: Order Confirmation from The Secret Cove

**Date:** Fri, 10 Jun 2011 16:06:15 +0000

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Thank you Jim,

I am going to try and get my client to go look at the one in the store in NY which you found for me so he can see one in person. He is now concerned about the stability of the lamps; he wants to make sure they can't be easily knocked down standing on the tentacles.

I will get back to you as soon as I can! Thank you so much for your patience and help with this!

On Jun 8, 2011, at 1:35 PM, Secret Cove Customer Service wrote:

Hello, [REDACTED]

I have had further discussion with the artist and I have some additional information for you.

Should your client desire brighter light in the lamps, Joel can substitute 60 Watt equivalent CFL bulbs for the standard 40 Watt incandescent bulbs (no charge for this). The resulting light is not harsher as I indicated in my previous email, just brighter, and is more energy efficient. However, the two-way switch makes very little difference in brightness with CFLs.

Should your client still wish to consider two lamps, let us know, and when Joel does the first, he will make a second set of tentacle parts at the same time to be sure the colors of the second lamp are consistent with the first. He will also photograph and take measurements on the first to ensure consistency on the second.

Jim

**From:** [REDACTED]

**Sent:** Tuesday, June 07, 2011 5:53 PM

**To:** [Secret Cove Customer Service](mailto:customerservice@secretcove.com)

**Subject:** Re: Order Confirmation from The Secret Cove

Sorry for the late reply. I've been traveling out of the country. I will make sure my client is aware the light is not the brightest and let you know what he says and if he will still want to use the lamps as bed side lamps. Perhaps he will only want one in the end. I will get back to you! Thank you...

On Jun 6, 2011, at 11:04 PM, Secret Cove Customer Service <customerservice@secretcove.com> wrote:

Hello, [REDACTED]

I tried to call you but you were not available.

I see from your email that you are planning to use the Jellyfish lamps as bedside lamps. There is no doubt they will be gorgeous in that setting, but you and your client should be aware that they are not intended as reading lamps. They come with a 40 watt light bulb and a two way switch (one dim setting, one bright). They are ok for light reading, such as thumbing through a

magazine, but not recommended for heavier reading. It is possible to substitute a brighter fluorescent bulb, but the light tends to be harsher. Let us know your client's preference.

We would prefer not to provide two lamps on approval, since both would be made to order. What we can do is ship one lamp within 45 - 60 days and the second 30 - 45 days later if your client is satisfied with the first one. If this is acceptable to you and your client, we would simply adjust your original order from one to two lamps with the staggered delivery.

Please let us know what your client would like to do,

Jim  
1 800 821 1946

**From:** [REDACTED]  
**Sent:** Monday, June 06, 2011 1:09 PM  
**To:** [Secret Cove Customer Service](#)  
**Subject:** Re: Order Confirmation from The Secret Cove

Hi Jim,

I would like to go ahead with this order. Since there is such a long lead time, and I ultimately want 2 (for bedside lamps) I would like to order an additional lamp as well. Can you add on another to my order, or should I put in a separate order on line?

Also, since it takes so long to receive, I want to make sure this is not considered a special order and I will in fact be able to return them if need be, although I don't foresee this being the case.

Best,  
[REDACTED]

On Jun 3, 2011, at 3:17 PM, Secret Cove Customer Service wrote:

Dear [REDACTED],

Thank you for shopping at The Secret Cove.  
We sincerely appreciate the opportunity to serve you.

This message is to confirm your order and provide a receipt for your purchase. Please review the details and advise us by return email if corrections are required.

You have ordered:

1 JB100 Double Dome Jellyfish Lamp, Blue, Price \$1395.00

Shipping is free.

[REDACTED], it will take 45 to 60 days to deliver your order. Please let us know by return email whether or not you wish to go ahead with your order. If you decide to go ahead, your credit card will not be charged until the order is shipped.

We will ship your order to:

[REDACTED]  
[REDACTED]  
9 E. 71st St.  
New York, NY 10021  
917 855 3363

Your complete satisfaction is our goal. You have two weeks from the date of receipt to be certain your purchase meets all of your expectations.

Please Save All Packing Materials.

What to do if you wish to return the item:

Please re-pack the item in the original packing materials and call our toll free number, 1-800-821-1946, for return instructions. At that time we will provide the return shipping address. Once we have received the returned item in undamaged condition, we will issue a refund for the purchase price, less outbound shipping costs. Shipping charges are not refundable.

For your protection, return shipments should be insured for the full value of the purchase. In the rare event the item is damaged in the return shipment, we will promptly notify you so that you can request reimbursement from the shipping company. COD returns will not be accepted.

Custom works made to your specifications are not returnable.

What to do if the item was damaged during shipment:

Please re-pack the item in the original packing materials. Call our toll free number, 1-800-821-1946, and advise us of the damage. We will arrange to have the package picked up and ship a replacement to you as soon as possible.

Thanks again for shopping with us,

Jim Kell  
Owner  
The Secret Cove  
1-800-821-1946  
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