

From: [REDACTED] <[REDACTED]>

To: Order details from CSN Mirrors <service@csnmirrors.com>

Subject: Re: Order Confirmation [REDACTED] from CSN Mirrors

Date: Fri, 17 Jun 2011 14:29:29 +0000

I need to return all 3 of these mirrors, but when I log into my account, it says this order does not exist. Can you please help me in the necessary steps to return all three of these mirrors? thank you.

On Jun 1, 2011, at 12:06 PM, Order details from CSN Mirrors wrote:

My Account | Order Status | Our Guarantee | Email Us

Furniture | Home Décor | Housewares | Home Improvement | Outdoor | Baby + Kids | Shoes, Bags + Luggage | Pet | More

Click [here](#) to sign up and save! Earn 3% back on every order with CSN Rewards.

Dear [REDACTED],

Thank you for ordering from CSN Mirrors. We are processing your order which will ship from 2 separate warehouses. Specific shipment and tracking estimates can be found below.

We will send you tracking for the Frameless Shaving Mirror in Chrome from Geesa by Nameeks by **June 16 2011**.

We will send you tracking for your remaining item(s), the Mirror Pure 9.1" Mevedo Wall Mount Make Up Magnifying Mirror in Polished Chrome and the Mirror Pure 6.1" Mevedo Wall Mount Make Up Magnifying Mirror in Polished Chrome from WS Bath Collections by **June 6 2011**.

**Want to manage your order online?**

Click [here](#) or go to our homepage and click My Account at the top of any page.

There you can

- Change billing and shipping information
- Change ship speed
- Request cancellation

**CSN Order [REDACTED]** Placed on: 6/1/2011 12:05:19 PM

Shipping Information	Item #1	Qty	Cost
[REDACTED] 301 E. 66th St. New York NY 10065 United States [REDACTED]	<b>WS Bath Collections Mirror Pure 6.1" Mevedo Wall Mount Make Up Magnifying Mirror in Polished Chrome</b> (Mevedo 5595)	1	\$180.00
	<b>Ship Speed:</b> Ground ( <a href="#">What's This?</a> ) <b>Shipping confirmation (Tracking):</b> On or before 6/6/2011 <b>Delivery estimate:</b> On or before 6/6/2011 <b>Status:</b> Order is being processed <b>Returning:</b> See the return policy posted on our web site.		
	<b>Item #2</b>	<b>Qty</b>	<b>Cost</b>
	<b>Geesa by Nameeks Frameless Shaving Mirror in Chrome</b> (1091-02)	1	\$484.25
	<b>Ship Speed:</b> Ground ( <a href="#">What's This?</a> ) <b>Shipping confirmation (Tracking):</b> On or before 6/16/2011 <b>Delivery estimate:</b> On or before 6/16/2011 <b>Status:</b> Order is being processed <b>Returning:</b> See the return policy posted on our web site.		
	<b>Item #3</b>	<b>Qty</b>	<b>Cost</b>

**WS Bath Collections Mirror Pure 9.1" Mevedo Wall Mount Make Up Magnifying Mirror in Polished Chrome** (Mevedo 5596) 1 \$195.00

**Ship Speed:** Ground ([What's This?](#))  
**Shipping confirmation (Tracking):** On or before 6/6/2011  
**Delivery estimate:** On or before 6/6/2011  
**Status:** Order is being processed  
**Returning:** See the return policy posted on our web site.

**Billing Information**

Miss [REDACTED]  
 301 E. 66th St.  
 New York, NY 10065  
 United States  
 [REDACTED]

**Order Summary**

Items: \$859.25  
 Shipping: \$0.00  
 Tax: \$0.00  
**Total: \$859.25**

**Payment Details - All charges will appear as CSN Stores**

Method	Status	Specifics	Amount
Credit Card	Mrkd	AMEX*** [REDACTED]	\$859.25

**Frequently Asked Questions**

**How can I check the status of my order?**

You can view and change the status of your order at any time by visiting the My Account section of CSN Mirrors. [View My Account now.](#)

**What should I do if anything arrives damaged?**

Our products are well-packaged to prevent damage during shipping. We double-box many items, and refuse to carry products that are easily damaged during shipping. If an item looks damaged or parts are missing, you may conveniently request replacement parts via My Account. For instructions on how to do so, please see [Ordering Replacement Parts](#). We will make every effort to help you obtain the necessary replacements as quickly as possible at no extra cost to you. If your order is shipping by Truck Freight, or White Glove, please note these important instructions - [Click here for more details.](#)

**Anything I should do when the product arrives?**

Please ensure you check your product for any sign of damage **BEFORE** signing the delivery document. You are entitled to refuse delivery of a product if it arrives damaged. CSN Stores is not responsible for sending a replacement if you sign for acceptance of a damaged product.

We appreciate your business and strive to provide you with an easy and pleasant shopping experience every day.

Have questions? [Click here to receive fast and personalized help.](#)

Best regards,  
 The CSN Stores "Shop Easy" Team

More from [CSN Stores](#) - **shop easy**



**FREE SHIPPING!**  
[Grohe - 34270 - Concetto Centerset Bathroom Sink Faucet](#)  
**From \$117.00**



[Gatco - 4736 - Bleu Glass Vanity Shelf in Satin Nickel](#)  
**\$49.18**



**FREE SHIPPING!**  
[Oriental Furniture - JCO-X5825-6019 - 26 Inch Cherry Blossom Vase Lamp](#)  
**\$71.00**

**Did You Know?**

» [CSN Stores](#) Allows you 24/7 access to your account and orders through our online My Account management system.

» [CSN Stores](#) offers over 1,000,000 products from trusted brand names in furniture, home décor, housewares, baby products, fixtures, lighting, luggage, toys and much more!

» [CSN Stores](#) provides you with great prices, secure transactions, convenient deliveries, hassle-free returns and service experts who are just a call away.

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