

**From:** Sarah K <[REDACTED]>  
**To:** [REDACTED]  
**Subject:** Re: Your Vermont Lantern Co. Order  
**Date:** Thu, 14 Jul 2011 01:55:02 +0000

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The shipping costs to the Virgin Islands is irrelevant to this situation. They were never shipped out. I don't deal with hypothetical situations.

Please credit back my American Express card minus what ever charges you deem fair for the work you put in electrifying the lanterns. There was a chance I would have ordered something different from you in the future as you have a great product, but no chance anymore as your customer service is severely lacking.

And you may want to consider updating your return policy to accurately depict how you handle things.

On Jul 13, 2011, at 7:12 PM, Jefferson Carr wrote:

Dear Sarah, please try to understand this from our side. If my electric man wasnt out sick a few days, your order would have been shipped the day after you ordered them. The real cost of shipping to VI was over 300\$

Had you changed your mind when they arrived, you would have been responsible to ship them back on your dime plus stated below we dont reimburse shipping cost,meaning you would get back 100% cost of the lanterns only, the shipping to VI would not be refunded.

So your total cost to return them would be about 450\$

Please understand we are a small family run business struggling to survive a very difficult time, and the costs we laid out before do not even cover what we paid to sincerely get your order out to you.

I really feel we are being fair here, is there anyway we can compromise here, isnt there something we have you can use?

Best regards

Jeff

On Wed, Jul 13, 2011 at 11:16 AM, Sarah K <[REDACTED]> wrote:

Wow. I'm really surprised by this. Your website clearly states you offer a 100% refund for orders which don't work; not that you charge any sort of restocking fee, etc.

I agree it is quite frustrating for me to have to cancel this order. My employer saw the one I ordered beforehand and loved it! He told me to buy 10 more, so I followed his instructions. After I placed the order, he saw the lantern in the location he intended to use it, but unfortunately, and to our surprise, they looked much too small on site. I thought we were lucky to have cancelled the order before it shipped out! Obviously I had no way of knowing you had extra work to do in electrifying them, etc. and I am terribly sorry for any inconvenience this has caused. But I'm confused how you wish to charge me for canceling when your website clearly states you offer a full refund. I would have no problem paying a restocking fee, IF that's what you advertised. But I do have an issue being charged something when it is not stated as your policy. That is false advertising and a very serious thing.

**Return Policy**

**Return and Exchange Policy - Our 100% Satisfaction Guarantee**

Your purchase is not what you expected or doesn't match your decor? Not a problem! With **Vermont Lanterns** your satisfaction is 100% guaranteed!

**We offer a full refund** on the price of your lanterns if returned unused and in the same condition as you received them within 30 days of your purchase, excluding shipping costs. It is not necessary to call but we would appreciate it.

On Jul 13, 2011, at 7:06 AM, Jefferson Carr wrote:

Sarah, in looking into your order I just discovered you used an American Express which is a higher charge to us @ 3.55%

So the cc charge in and out is \$141.72 = electric \$80.00 = \$221.72

Please reply and I will refund the AX purchase minus the above amount.

Regards

Jeff

----- Forwarded message -----

From: **Jefferson Carr** <[REDACTED]>  
Date: Tue, Jul 12, 2011 at 7:01 AM  
Subject: Re: Your Vermont Lantern Co. Order  
To: Sarah K <[REDACTED]>

Hi Sarah, this is Tarini's father and owner Jeff. There will be a 10% charge to cancel this order. It may sound like alot but it breaks down like this. It costs 3% in and 3% back out on your mastercard/visa, this alone is 120\$

Then, on all electric models, we convert in house, however this model requires additional work due to its design, the 80\$ does not even cover the conversion, and now the unconversion of these 8 lamps.

Geez, I wish you could of told us much earlier and saved time and money.

This is a 22" lamp, you sure they are too small?

In anycase, if you wish to proceed , I will refund your purchase to the credit card used, less 10%.

Best Regards

Jeff Carr

Vermont Lanterns

On Mon, Jul 11, 2011 at 5:40 PM, Sarah K <[REDACTED]> wrote:

Hi Tarini,

I had ordered one of these lamps previously for my employer. He has just now seen it on site and has decided that the lanterns are too small for their intended use! Unfortunately, it looks like they will not be

suiting for our needs. I will need to cancel this order. I'm very sorry. They are lovely lamps, but just too small. I apologize for the inconvenience!

On Jul 11, 2011, at 5:15 PM, JEFFERSON CARR wrote:

>  
> Hi Sarah,  
>  
> I called today and left a message on your phone, but I wanted to make sure we got a hold of you. I wanted to apologize for the delay in getting back to you about your order last week; we are a small family business and had a long holiday weekend.  
>  
> I had two questions for you. Firstly, while trying to create shipping labels with the US post office, it would not accept the shipping address you gave us in the Virgin Islands. I would like to go over that with you and see if we can figure out what the problem is.  
>  
> Second, our shopping cart isn't quite sophisticated enough to recognize when an item is oversized and to adjust the shipping charges accordingly. These are very large lanterns and thus have to be shipped individually. Because it is to the Virgin Islands, and must be shipped in 8 boxes, the shipping charge is double of what you paid. We will need to charge you \$149.78 more. I am sorry for the inconvenience.  
>  
> Please give us a call at your next chance so we can go over these things and get your order on it's way.  
> Thanks so much.  
>  
> regards,  
>  
> Tarini  
>  
> Vermont Lanterns  
>  
> [REDACTED]

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The great use of life is to spend it for something that will out last it.

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