

From: "jeffrey E." <jeevacation@gmail.com>
To: [REDACTED] >
Subject: Re: Kitchen & Bath Authority - Order 85635 Status Regarding Your TOTO Purchase
[www.KBAuthority.com 800-634-0410]
Date: Tue, 21 Nov 2017 15:27:46 +0000

ok to keep

On Tue, Nov 21, 2017 at 10:26 AM, [REDACTED] > wrote:
vendor that i was able to obtain 17% discount (\$809) from says item will not ship for 1-2 weeks
shall i cancel and order elsewhere or waiting is ok
please advise
thank you

Begin forwarded message:

From: "Nicolli" <[REDACTED]>
Subject: Kitchen & Bath Authority - Order 85635 Status Regarding Your TOTO Purchase
www.KBAuthority.com [800-634-0410](tel:800-634-0410)
Date: November 21, 2017 at 10:24:10 AM EST
To: <[REDACTED]>
Cc: <[REDACTED]>

Dear Customer,

Thank you for choosing www.KBAuthority.com for your most recent purchase where our number one priority is YOU. You are receiving this message because the item (s) you have purchased with us is (are) "Special Order Items" that are currently not available for shipping for **1-2 weeks**.

If you would like to make any changes to your order based on the information given please contact our *Customer Service Department* at [1-800-634-0410](tel:1-800-634-0410) option #3 or our *Sales Department* [1-800-634-0410](tel:1-800-634-0410) option #1. We apologize for any inconvenience.

Please note the following Important information.

1. If we are not notified we will proceed ship the items to your delivery address as soon as the products arrives into our warehouse and **once tracking information is made available we will forward it on to your email.**
2. It takes 24 hours for us to receive tracking information after the items are shipped from our warehouse.
3. **Please check all sensors and contents upon delivery. Customer must call or email our customer service department within 24 hours of receipt to report any missing items or damage from the delivery. Any claims reported after the first 48 hours from delivery will be declined by our insurance company.**
4. **Please note that "Special Order Items" "Non-Stock Items" are non-cancelable after 48 hours of the items being placed with the manufacturer. A 20% restocking fee will apply to cancel and ship the products back to the manufacturer when any cancellation request is made.**
5. You may cancel your order, for any reason, and receive a full refund provided your order has **NOT** been shipped by either ourselves or the manufacturer **ALL ORDERS ARE TO BE CANCELED OVER THE PHONE WITH A LIVE CUSTOMER SERVICE AGENT WHICH WILL PROVIDE YOU WITH A CANCELATION NUMBER.** Our customer service representatives can inform you of the status of your order and advise you whether or not the order can be canceled for a full refund. Once an item is shipped by either us or the manufacturer the terms of our Returns policy will take effect. Return Policy - <http://www.kbauthority.com/Return-Policy.html>

I hope that the information provided has been helpful to you. We at [KBAuthority.com](http://www.kbauthority.com) strive to provide you with dependable and quality service. Thank you for allowing us the opportunity to assist with your kitchen and bath needs. If we may be of further assistance, please call upon us at any time.

If you have any further questions please feel free to call.

Thank you,

HAVE A GREAT DAY

Customer Service.
Kitchen & Bath Authority
T: [800-634-0410](tel:800-634-0410)
F: [646-626-7567](tel:646-626-7567)
www.KBAuthority.com

ü Please consider the environment before printing this email

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please note

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