

## Chat Transcript with Susie Michels

Chat started on 03 Jan 2022, 05:09 PM (GMT+0)

(05:09:28) \*\*\* Susie Michels joined the chat \*\*\*

(05:09:28) **Susie Michels:** I would like a full refund on my order that never shipped. I will wait a few months until you have no more delays to re-order your product. Order # [REDACTED]. Thank you Susie Michels

(05:09:30) **Customer Service:** Hi, sorry we are away at the moment. Please leave your email address and we will get back to you as soon as possible.

(05:09:35) **Customer Service:** Thanks for your message, please wait a moment while our agents attend to you.

(05:29:09) \*\*\* Humberto Briseno joined the chat \*\*\*

(05:29:15) **Humberto Briseno:** Hello Susie!

(05:29:31) **Susie Michels:** Hello Humberto

(05:30:17) **Humberto Briseno:** I'm sorry to hear that and I apologize for the additional wait! I can have our Warehouse team ship this out in the next 2-3 Business days. [REDACTED] Is this address still good?

(05:30:48) **Susie Michels:** Yes. If you are sending it via United States Postal service, this address is correct

(05:31:58) **Humberto Briseno:** Is there a different address that is not PO Box? So I can add that as a back app.

(05:32:22) **Humberto Briseno:** back up\*

(05:32:31) **Susie Michels:** If it goes out UPS or Fedex then this needs to be the address:

(05:32:36) **Susie Michels:** [REDACTED]

(05:32:44) **Susie Michels:** [REDACTED]

(05:33:15) **Susie Michels:** It is very important the [REDACTED] goes after my name, just in case UPS or Fedex drop the package off at my local post office.

(05:34:00) **Humberto Briseno:** Perfect, I'll have our Warehouse Team work on it today. You'll receive tracking information in the next 2-3 business days here.

(05:34:42) **Susie Michels:** ok thank you

(05:35:15) **Humberto Briseno:** Please let me know if you need anything else. Take care, and happy 2022!

(05:36:18) \*\*\* Susie Michels left the chat \*\*\*