

Re: [Ticket #2349] Drives - Checking on Order

Pete <pgs_29@yahoo.com>

Fri 2/3/2023 1:49 PM

To: Bitdeals Help Desk <help@bitdealstech.on.spiceworks.com>; Farnia, Michael <michael.farnia@convergenceca.com>;

Hi - so..... where is my order?
Has it shipped?
What was the response to the charge back?
It's been over a month since I placed the order.

Thank you

On Friday, February 3, 2023 at 01:39:06 PM CST, Farnia, Michael <michael.farnia@convergenceca.com> wrote:

Hey Pete,

There is no update. There was a chargeback filed on the day i responded to your tracking number request and we responded to the chargeback.

Thank you,

Michael Farnia
408-569-0028

From: Pete <pgs_29@yahoo.com>
Sent: Friday, February 3, 2023 1:27 PM
To: Bitdeals Help Desk; Farnia, Michael
Subject: Re: [Ticket #2349] Drives - Checking on Order

Good afternoon - Could I please get an update on this order?

Again, I have no shipping confirmation or tracking, and no drives.
I have called, texted, and left voicemails, with no response.

On Monday, January 30, 2023 at 10:30:49 AM CST, Bitdeals Help Desk <help@bitdealstech.on.spiceworks.com> wrote:

This is a notification from the Help Desk.
-- Reply above this line to add a comment --
Hi Pete,

The IT team has received your request and will get back to you. Meanwhile, you can reply to this email if you have any additional questions or details.

Sincerely,
IT Team

michael.farnia@convergenceca.com **responded to your ticket.**

#2349 Drives - Checking on Order

michael.farnia@convergenceca.com wrote:

Hi Pete.

Sorry. I was this weekend and didn't get a chance to look up your tracking but i send a message to have your order entered in the online store so you can get notification emails regularly/you should have them as I just entered the order myself/

Thank you,

Michael

408-569-0028

Ticket Attributes

Creator Pete

Assignee

Why did you receive this email?

Glad you asked! We're using the Spiceworks Cloud Help Desk to track issues and get all your requests sorted in a snap. Have a concern? Just reply to this email, and we'll be in touch. Thanks!

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