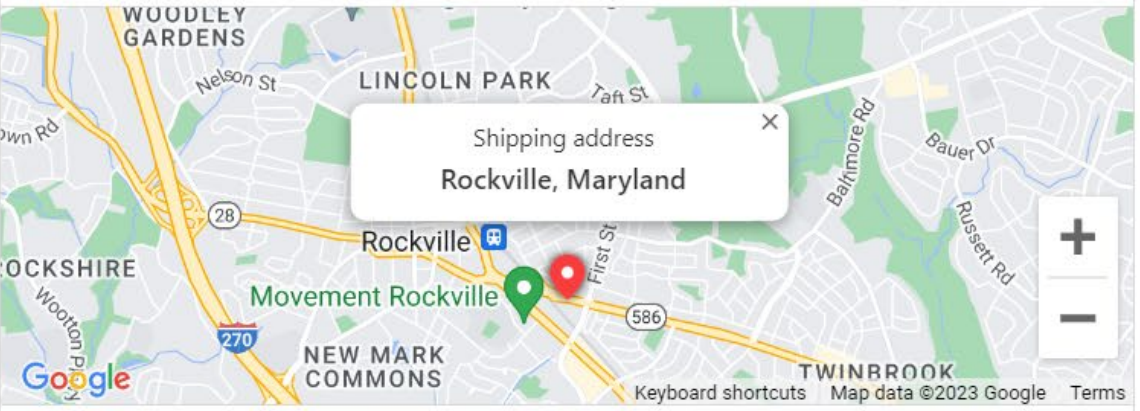
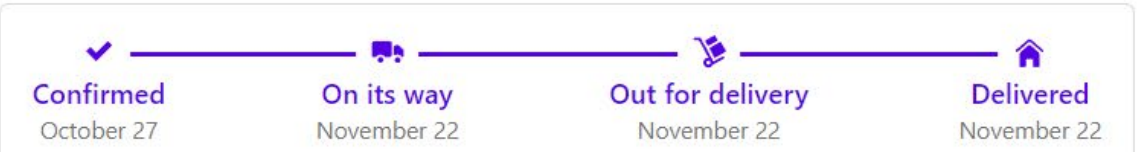


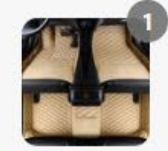


Order #10139
Thank you, Jory!



Your order has been delivered

Premium Custom Luxury Car Floor Mat - Full Set - All cars
 Beige With Logo (Full Set)
 Car Details (Make & Model):: Mercedes Benz ML350
 Year Of Manufacture:: 2003
 Door Type: 4-Door
 Number of Seats:: 5 seater
 Car Body Style/Shape: SUV
 Steering Wheel Position. Left (USA & CAN). Right (UK & AUS):: left side
 Any Additional Information About Your Car: It better fit!



\$189.95

Subtotal	\$189.95
Shipping	Free
Total	USD \$189.95

Good Morning,
I am sorry to report that the luxury mats I received don't even come close to fitting a 2003 ML350 as ordered.
What needs to be done to fix this?
Below and attached are pictures of just the driver's side. Passenger and rear are just as bad if you need me to take pictures of them?
However, I know the driver's side floor mat would not pass NHTSA standards. Let's leave it at that.
<https://www.nhtsa.gov/>
Jerome (Jory) Stieber



[Quoted text hidden]

Driver Side Floor Mat.pdf
1682K

Dear Jory,

Thank you for contacting us and for bringing this to our notice.

Please send us images of the entire installation to enable us report it and get it fixed for you.

Awaiting your swift response.

Kind regards
Ben



Jory Stieber <tfsaac@gmail.com>

Mon, Nov 27, 2023 at 12:09 PM

<https://mail.google.com/mail/u/0/?ik=55bb82256d&view=pt&search=all&permthid=thread-f:1783286795641029194&simpl=msg-f:17832867956410291...> 3/5

12/1/23, 1:14 PM

Gmail - A shipment from order #10139 has been delivered

To: shop@coolcrownstore.com

Good Morning Ben,
Busy weekend but attached are all the pictures together. I also included photos of the vehicle itself with the door sticker showing Vin# and month and year it was made, which was February 2003.

Again as you can see from the pictures that these don't fit whatsoever.

And again the driver's side floor mat by the accelortor would not pass NHTSA standards.

Please confirm you received this email. I am expecting to hear back from you within 72 hours on what you are going to do to fix this issue.

Thanks,
Jerome (Jory) Stieber
[Quoted text hidden]

Floor Mats 2003 ML350.pdf
3941K

Jory Stieber <tfsaac@gmail.com>
To: shop@coolcrownstore.com

Fri, Dec 1, 2023 at 12:45 PM

I am filing a complaint with PayPal and the BBB since you have not even confirmed my email.
[Quoted text hidden]

Received while filling out PayPal Resolution Form Online

Jory Stieber <tfsaac@gmail.com>
To: shop@coolcrownstore.com

Fri, Dec 1, 2023 at 12:45 PM

I am filing a complaint with PayPal and the BBB since you have not even confirmed my email.

[Quoted text hidden]

shop@coolcrownstore.com <shop@coolcrownstore.com>
To: Jory Stieber <tfsaac@gmail.com>

Fri, Dec 1, 2023 at 12:58 PM

Hi Jory,

Apologies for this. We have already reported the mats to our design team for correction and as soon as we get the redesign mats, we will get back to you regarding shipping.

Let us know if you have questions, we will do our best to assist.

Have a good day,
Wendy



My Reply

Jory Stieber <tfsaac@gmail.com>
To: shop@coolcrownstore.com

Fri, Dec 1, 2023 at 1:10 PM

Wendy,

Well as you know, there is a time limit on returns and getting my money back.

<https://mail.google.com/mail/u/0/?ik=55bb82256d&view=pt&search=all&permthid=thread-f:1783286795641029194&simpl=msg-f:17832867956410291...> 4/5

12/1/23, 1:14 PM

Gmail - A shipment from order #10139 has been delivered

I want to return my mats for a full refund plus my shipping cost in shipping the ones I got back to you. I have been through this before with another vendor on another vehicle of mine. It took hours of my time and over 4 months to get what I paid for.

What kind of gaurntees are you offering me that I will even get the right floor mats?

I would also like a phone number for your business in the US. I know these are being made and shipped from a foreign country.

[Quoted text hidden]



noname
69K

2003 Mercedes Benz ML350



MFD BY MERCEDES-BENZ U.S. INTL., INC

TUSCALOOSA COUNTY, ALABAMA (USA), UNDER CONTRACT 02/03
FOR DAIMLERCHRYSLER AG, STUTTGART (GERMANY) 567

	KG	LB	TIRES	RIM SIZE	COLD KPA (PSI)
GAWR FRONT	1350	2976	255/60R17	17X8.0	220(32)
GAWR REAR	1750	3858	255/60R17	17X8.0	270(39)

GVWR 3000/6614

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

4JGAB57E13A424990 TYPE: MPV



Drivers Side



Drivers Side

Jams into the accelerator pedal and could cause the accelerator pedal to become stuck down and cause an accident.



This fits good!



Enough
pics
said



Pictures are better than 1000 words

Passengers Side

To Long



To Short



To Short



Passengers Side

To Long



To Long



To Thin/Small



To Small



Back Seat



Back Seat Side

Don't need this piece nowhere
to secure it



Doesn't fit

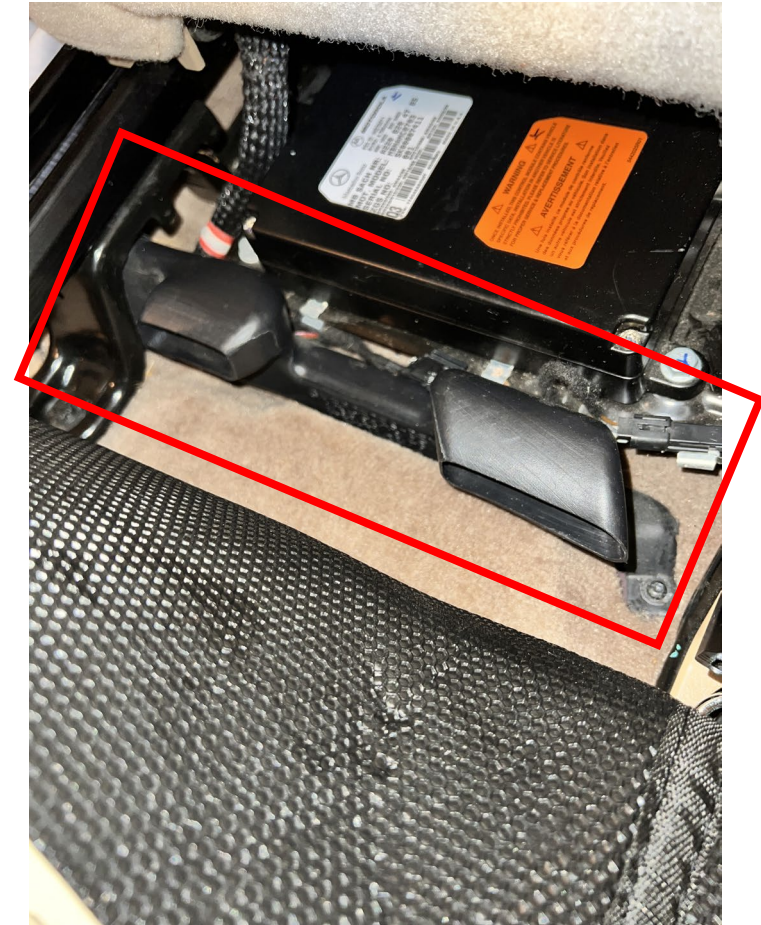


Back Seat Under Front Seat

To Long covers rear heater air



Covers rear heater air



Back Seat Side



UNDER Back Seat

