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**From:** [REDACTED] <[REDACTED]>  
**Sent:** Saturday, February 4, 2012 1:45 AM  
**To:** customer care  
**Subject:** Re: PictureFrames.com - Order Confirmation

Thank you Kate. I never received any sort of email with a shipping quote for the first order. I was waiting for it to approve before you shipped it, but I only got the email confirm that it had been shipped, I never approved the shipping quote. I have no idea what I'm even being charged for shipping for the first order. I was waiting to get the quote so I could decide what service of shipping I would like as well. I need these frames as soon as possible. If I had been notified before they were shipped with the quote and shipping info, I could have made an informed decision. Nothing I can do about that now.

Regards to the second order, if I were to have them shipped to New York, what is the earliest I could receive them?

On Feb 3, 2012, at 6:25 PM, customer care wrote:

Good afternoon [REDACTED],

Thank you for your order with us. I do sincerely apologize that the phone lines were busy when you attempted to call. Thank you for letting us know you have had trouble. We'll look into this for you, absolutely. Were you attempting to reach us at our 221 0262 number? If so, you can also reach us at [REDACTED] as well.

Regarding this order, thank you for your reply. We can certainly proceed with this duplicate order. International orders require customer authorization for shipping quotes. We will make note that you have approved the shipping and order total for this order and will proceed to get your order into production.

Your order will complete production in 2 business days. Once your order ships, you will receive an email confirmation. The delivery date for your order will be the length of production time (2 business days) + the normal transit time to your shipping location. (For international orders, this is 5 to 10 business days, regardless of location and service selected.) This email will have your tracking information in it.

I have checked with my supervisor regarding the issue with your tracking number. The tracking information for your order is for a Delivery Confirmation for your package. This means that the tracking information will not show tracking during transit - rather, once the package has arrived at your local post office, the information will update for you and will let you know when the package will be delivered. Therefore for your first order, we do not have an exact expected delivery date.

Regarding your new order, we are looking into a way that we can gather this tracking information for you. We will be in touch with you on Monday.

Please let me know if you have additional questions and I will be happy to assist you.

Regards,

Kate

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Customer Care Representative

Graphik Dimensions Ltd.® | Parent of pictureframes.com  
Bring Your Art To Life™



www.pictureframes.com  
www.facebook.com/pictureframes  
www.twitter.com/pictureframes

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From: [REDACTED] =mailto:[REDACTED]  
Sent: Friday, February 03, 2012 4:13 PM  
To: [REDACTED]  
Subject: Re: PictureFrames.com - Order Confirmation

I received a call from you to confirm this order. It is exactly the same as an order I placed last week. It is an accurate order. I want to proceed in placing this duplicate order.

I have tried calling your 800 number for the past 2 days, but it is constantly busy, fyi.

Also, when you sent the previous order via USPS, the tracking info is not correct. I am unable to track my order which is not good for my job. My employer needs to be given an exact delivery date. When you send this order, please send it so I am able to track the order. Thank you.

On Feb 2, 2012, at 3:30 PM, [REDACTED] wrote:

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Having trouble reading this? click here to receive this as plain text.

Dear [REDACTED],

Thank you for shopping at PictureFrames.com, the Online Store of Graphik Dimensions Ltd. We are processing your order and will send you a tracking email upon shipment.

Your order number is: [REDACTED]

If you have any questions, please reply to this email or contact us toll-free at [REDACTED]. Our customer service representatives will be happy to help you. Please include your order number in any correspondence regarding this order.

Here is your order summary:

Description = / Color	Size	Price
Express Production Option	" x "	\$9.50

Unit Price:

Quantity:

Cost: \$9.50

1

\$9.50

CRQ13 Cirque - Black 7" x 5" \$21.80

Classic: Clear Acrylic & Foamcore Backing \$5.25

Unit Price:

Quantity:

Cost: \$27.05

14

\$378.70

SUBTOTAL:

Shipping: \$388.20

Will Email Rate

Tax (NC):

Insurance:

TOTAL: \$0.00

\$1.99

\$390.19

Shipping Address

Billing Address Shipping Method

[REDACTED]  
FTC

6100 Red Hook Quarters

Suite B3

St. Thomas, Virgin Islands 00802

[REDACTED]  
301 E. 66th St.

[REDACTED]  
New York, New York 10065

Rate will be e-mailed to you.

<[http://www.pictureframes.com/images/purple\\_horiz.gif](http://www.pictureframes.com/images/purple_horiz.gif)>

<[http://www.pictureframes.com/images/purple\\_horiz.gif](http://www.pictureframes.com/images/purple_horiz.gif)>

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To continue receiving e-mail from PictureFrames.com, please add the address [REDACTED] to your Address Book. This prevents SPAM filters from blocking e-mails, offers, and exclusive promotions from PictureFrames.com

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[REDACTED]

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