
From: CSNStores [REDACTED]
Sent: Thursday, January 20, 2011 8:56 PM
To: [REDACTED]
Subject: Information on Order #28023477 (Thread:7825590)

Hey [REDACTED]

Thank you for your inquiry with us at CSNLighting.com, a part of CSN Stores.

I apologize that the item is not working out for you. We are proud to offer one of the best return policies in the online business. You may return your purchase for any reason within 30 days of receipt for an exchange or a refund of the purchase price excluding our shipping and handling costs. Any upgraded shipping costs will not be refunded. Some of our products are offered with free shipping, so please be aware that if you return one of these products our actual outbound shipping costs will be deducted from your return refund. In addition some of our items carry a restocking fee which will be deducted from your refund should you wish to make a return.

We are happy to provide prepaid shipping labels. These labels will make the return easier for you, and they will speed up the refund process significantly. You will be responsible for the cost of the labels; however, they are processed on our account where you will receive a 30% discount compared to standard shipping rates.

Let me know how you would like to proceed!

If you have any additional questions please feel free contact us. Also, you can view your account online at www.csnstores.com/myaccount.

Regards,

Kathleen K.

CSN Lighting, a part of CSN Stores

www.CSNLighting.com

Want to manage your order online? Go to www.csnstores.com/myaccount
<<http://www.csnstores.com/myaccount>>