
From: Eileen Rollins [REDACTED]
Sent: Monday, June 18, 2018 12:20 PM
To: Karyna Shuliak; Kathryn Magagna
Cc: Richard Kahn; Daphne Wallace; Bella Klein
Subject: RE: Your order from ducduc Shipped!

Good morning,

We do apologize for the error and have corrected it.

I have been in contact with White Glove Transportation and everything is being crated and will be delivered prior to the 4th of July.

Thank you for your patience and have a great day.

Eileen Rollins

Client Support & Logistics Coordinator

The New Traditionalists

ducduc

100 Lawton Street

Torrington, CT 06790

[REDACTED]

www.ducducnyc.com

www.thenewtraditionalists.com

From: Karyna Shuliak [mailto:[REDACTED]]
Sent: Friday, June 15, 2018 5:14 PM
To: Eileen Rollins; Kathryn Magagna
Cc: Richard Kahn; Daphne Wallace; Bella Klein
Subject: Re: Your order from ducduc Shipped!

Dear Kathryn and Eileen,

Based on the phone call with Eileen earlier today, I understand that you made a mistake and did not crate the beds before shipping.

Please provide the new date when the furniture will be created and shipped. I would like for it to be done by the end of next week.

Thank you,

Karyna

On Jun 15, 2018, at 7:53 AM, Eileen Rollins <[REDACTED]> wrote:

<image003.jpg>

Congratulations! Your ducduc order shipped.

ORDER

100432

SHIPPED

6-14-18

CARRIER

White Glove Transportation

BOL

123810

It will be delivered via the carrier listed above – they will call the order's shipping contact to schedule a delivery appointment.

CARRIER

CONTACT

Special Moving Services

White Glove Transportation

IMPORTANT! Please inspect ALL pieces before signing for the delivery.

If there is any damage please note the issue on the Bill of Lading. If there is significant damage you may refuse the delivery. The shipper will report the issue to us, but please call Customer Service and let them know as well 212-226-1868 x406. We stand behind all of our products and will work with you to resolve the issues.

Please keep in mind that transit times vary according to final destination.

Tri-State (NY, NJ, CT) delivery: within 3 business days

Greater US delivery East of the Rockies: 7-14 business days

Greater US delivery West of the Rockies: 14-21 business days

If you have any other questions at all please call us

Sincerely,

Client Services
<image005.jpg>

Eileen Rollins

Client Support & Logistics Coordinator

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