
From: [REDACTED] <[REDACTED]>
Sent: Sunday, December 9, 2012 8:01 PM
To: Lisa Lammert
Subject: Re: Your Room & Board Order 1728346

I was told this couch was in stock in your Minnesota warehouse when I ordered it. I need this couch ASAP. I'm confused as to why and how I would be told it was in stock and scheduled for delivery if that's not the case?

On Dec 9, 2012, at 2:13 PM, Lisa Lammert <[REDACTED]<mailto:[REDACTED]>>> wrote:

I wanted to update you on the status of your order. There has been a delay to the date we anticipate receiving your Hess Sectional . Based on the latest information received from the vendor, we expect your order will arrive in our Minnesota warehouse around Jan 11, 2013 . As soon as it arrives, we will give you a call to schedule your delivery window.

I will continue to closely monitor your order and inform you of any additional updates. If you have any questions, please feel free to contact me directly using any of the options listed below.

Thank you so much for your patience! We look forward to giving you a call to reschedule your delivery.

Lisa Lammert
Design Associate SFH

Room & Board
4600 Olson Memorial Highway | Minneapolis, Minnesota 55422
tel [REDACTED] | fax 877.465.0554

tel [REDACTED]
llammert@roomandboard.com <mailto:[REDACTED]>

roomandboard.com <http://roomandboard.com>

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