

**From:** AJ Madison Order Department  
**Sent:** Monday, December 24, 2012 6:07 PM  
**To:** [REDACTED]  
**Subject:** Order Status Update

<[http://www.ajmadison.com/images/pages/email\\_templates/shipping\\_confirmation/email\\_header.jpg](http://www.ajmadison.com/images/pages/email_templates/shipping_confirmation/email_header.jpg)>

### Shipping Confirmation

Thank you for your order!

Your order has been shipped. Please allow 24-48 hours for tracking information to become available. Track your order [http://www.ajmadison.com/customer/order\\_track/login.php](http://www.ajmadison.com/customer/order_track/login.php) status online.

Please note that if you purchased a Repair Master extended warranty, your registration information will be delivered separately via USPS within 30 days of your order. If you did not purchase an extended warranty and are interested in doing so, please contact our sales department at [REDACTED]

### Customer Information

[Billing Information](#) [Shipping Information](#)

[REDACTED] [REDACTED]

9 E 71st St

New York, NY 10021

Phone: [REDACTED]

[REDACTED]

### Order Summary

Order #: 4644416

Shipping Method: Ground

QTY	Brand	SKU	Description	Price
1	Elkay	ELU2816	28" Undermount Single Bowl Stainless Steel Sink with 18-Gauge, 3-1/2" Drain and Sound Guard Undercoated: 7-1/2 in. Bowl Depth	450.00
1	Elkay	LK94	Strainer for 3-1/2" Drain Openings with Lift-Up Knob	182.00
1	Elkay	LKWERBSS	Stainless Steel Wavy Wire Rinsing Basket	104.00
			Subtotal:	736.00

Shipping: 25.12

Sales Tax: 67.55

Order Total: 828.67

Please inspect your shipment before you accept and sign for the delivery. Do not assume your product is not damaged if the box and/or packaging are intact. It is important that you open the package and check for concealed damage. Signing for the delivery means you are completely satisfied with the product. If the product is damaged, refuse shipment and call our customer service 800-570-3355 immediately and somebody will assist you.

Please be advised that our delivery companies may deliver with 18 wheeler trucks. AJ Madison will authorize a smaller truck if it is available in your area. However, if the local delivery terminal does not have a smaller truck or the smaller truck does not fit down your road, then you will be responsible to make the proper arrangements with the delivery center directly to meet the truck or pick up from the delivery terminal.

AJ Madison together with our freight carriers are not responsible for deliveries to your front door if your road has weight restrictions and / or the truck does not fit down your road.

Shipping and handling charges to and from our warehouse are not refundable. Also, if your item was shipped by a freight carrier, you must return it with a freight carrier to ensure its safe return. For a list of approved carriers please

contact customer service. All returns are subject to a restocking fee. We do not accept any returns on air conditioners, special order merchandise and accessories.

You may check your order status here <[http://www.ajmadison.com/customer/order\\_track/login.php](http://www.ajmadison.com/customer/order_track/login.php)> . If you have any questions about your order please email us

<<mailto:customerservice@ajmadison.com>?subject=Question%20About%20my%20Order> or call 800-570-3355, please have your order number ready.

Thank you for shopping with AJ Madison <<http://www.ajmadison.com>> .

#### Return Policy

#### Damaged Merchandise

Inspect your appliance before accepting delivery. If you notice there is damage to the product, refuse the package and note the damage on the delivery invoice. Please call our customer service department immediately, and we will issue a return authorization (RA) number. If damage issues arise after signing for the merchandise, you are responsible for filing all claims with the shipper. If your item was shipped via UPS, call UPS at 800-pick-ups with your tracking number to report a damaged item.

#### Defective Merchandise

Plug in your appliance ASAP to make sure it operates properly. If you receive an item that is defective upon delivery that is not due to shipping damages, please contact customer support within 48 hours of receipt. If your item is defective after the first use, please contact the manufacturer directly. Contact information for the manufacturer is included in the product literature.

#### Product Does Not Meet Your Needs

Call within 48 hours if product doesn't meet your needs. Any product that has been installed or has attempted to be installed cannot be returned. Returned products must be in brand-new condition with all packaging, product literature and blank warranty cards enclosed in the exact condition in which received.

Shipping and handling charges to and from our warehouse are not refundable. Also, if your item was shipped freight, you must return it by freight carrier to ensure its safe return. All returns are subject to a restocking fee. We do not accept any returns on air conditioners, special order merchandise and accessories.

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This message was mailed to [REDACTED] because you recently placed an order with AJ Madison. For account specific inquiries, kindly call 800-570-3355 or visit [www.ajmadison.com](http://www.ajmadison.com) <<http://www.ajmadison.com>> .

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