
From: [REDACTED]
Sent: Monday, July 11, 2011 9:40 PM
To: JEFFERSON CARR
Subject: Re: Your Vermont Lantern Co. Order

Hi Tarini,

I had ordered one of these lamps previously for my employer. He has just now seen it on site and has decided that the lanterns are too small for their intended use! Unfortunately, it looks like they will not be suited for our needs. I will need to cancel this order. I'm very sorry. They are lovely lamps, but just too small. I apologize for the inconvenience!

On Jul 11, 2011, at 5:15 PM, JEFFERSON CARR wrote:

>
> Hi [REDACTED]
>
> I called today and left a message on your phone, but I wanted to make sure we got a hold of you. I wanted to apologize for the delay in getting back to you about your order last week; we are a small family business and had a long holiday weekend.
>
> I had two questions for you. Firstly, while trying to create shipping labels with the US post office, it would not accept the shipping address you gave us in the Virgin Islands. I would like to go over that with you and see if we can figure out what the problem is.
>
> Second, our shopping cart isn't quite sophisticated enough to recognize when an item is oversized and to adjust the shipping charges accordingly. These are very large lanterns and thus have to be shipped individually. Because it is to the Virgin Islands, and must be shipped in 8 boxes, the shipping charge is double of what you paid. We will need to charge you \$149.78 more. I am sorry for the inconvenience.
>
> Please give us a call at your next chance so we can go over these things and get your order on it's way.
> Thanks so much.
>
> regards,
>
> Tarini
>
> Vermont Lanterns
> [REDACTED]

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