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**From:** [REDACTED] <[REDACTED]>  
**Sent:** Friday, July 22, 2011 4:44 PM  
**To:** lightingandlocks.com Order Dept.  
**Subject:** Re: order LightingandLocks.com-[REDACTED] from Lighting&Locks.com

It was just the glass. I actually just called and spoke to someone who said she will be sending out a replacement piece of glass for the lantern. thank you

On Jul 22, 2011, at 12:43 PM, lightingandlocks.com <<http://lightingandlocks.com>> Order Dept. wrote:

Hello [REDACTED]!

I'm sorry your light arrived damaged! Can you tell me, was it the whole light, or just the glass?

Jerry

On Thu, Jul 21, 2011 at 4:49 PM, [REDACTED] <[mailto:\[REDACTED\]](mailto:[REDACTED])> wrote:

Hello.. I received this order, but one of the lights was broken upon arrival. How should I go about replacing the one light?

thanks

On Jul 8, 2011, at 6:46 PM, Lighting&Locks.com (through Yahoo! Store Order System) wrote:

> ORDER UPDATE

>

> Hello again,

>

> Thank you for ordering from LightingAndLocks.com <<http://LightingAndLocks.com>>

>

> Your order has been processed. Tracking information may not be immediately available.

>

> For items shipped from the manufacturer, please allow the amount of time specified for delivery when your order was placed.

>

>

> Thank you again for your business.

>

> Please shop with us again,

> LightingAndLocks.com <<http://LightingAndLocks.com>> Team

>

> The following items have been shipped to:

>

> [REDACTED] [REDACTED]

> 9 E 71st St

> New York NY 10021 US United States  
> [REDACTED] <tel:[REDACTED]>  
>  
> using UPS Ground  
>  
> The [REDACTED] tracking number is [REDACTED]  
>  
> You can always find out the current status of your order by going to  
> <https://order.store.yahoo.net/OS/stat?yhst-10308730349237+5831+eeadc0f53c4ef2b40462>  
>  
> Name            Code            Qty    Each    Options  
> -----  
> Vaxcel Nautical Outdoor OW21861BBZ     3    43.65  
> Outdoor Wall Light  
> (Shipped)  
> UPS Tracking Number:  
> [REDACTED]  
>                    Subtotal 130.95  
>                    Shipping 0.00  
>                    Tax 0.00  
>                    Total 130.95  
>  
> This completes your order. Thank you for shopping with us.

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The LightingandLocks.com <<http://LightingandLocks.com>> Team

Visit us online at <http://www.lightingandlocks.com> <<http://www.lightingandlocks.com/>>