
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] <[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]
> 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.

--

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

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