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**From:** Amazon.com [REDACTED]  
**Sent:** Sunday, November 1, 2015 4:38 PM  
**To:** [REDACTED]  
**Subject:** Your e-mail to Source One Beauty

Here is a copy of the e-mail that you sent to Source One Beauty.

Order ID 111-9738764-3140207:  
1 of Volusion 4 Motor Electric Facial Massage Bed (Table, Chair) [ASIN: B00AOA4WQ4]

----- Begin message -----

Hello,

We've been contacted by a customer regarding the order identified below.

-----  
Order#: [REDACTED]  
Item: Volusion 4 Motor Electric Facial Massage Bed (Table, Chair)  
Reason: Item Does Not Meet Customer Expectations

Details:  
Hello,

We're contacting you on behalf of the customer regarding the massage bed

The item has arrived, but it was not as expected. The trim and head rest instead beige color it is bright yellow. Customer wants to exchange it for the white one.

The customer willing to return the item but please have it pick up because of the size of the item.

Please contact the customer.

We expect to hear from you the soonest time possible.

Thank you and have a great day  
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To respond to this customer, please reply to this e-mail or visit your seller account at the following link:  
<https://sellercentral.amazon.com/gp/communication-manager/inbox.html>

Sincerely,  
Customer Service Department  
Amazon.com  
<http://www.amazon.com>

----- End message -----

For Your Information: To help arbitrate disputes and preserve trust and safety, we retain all messages buyers and sellers send through Amazon.com for two years. This includes your response to the message above. Amazon.com uses filtering technology to protect buyers and sellers from possible fraud. Messages that fail this filtering will not be transmitted.

We want you to buy with confidence anytime you purchase products on Amazon.com. Learn more about Safe Online Shopping (<http://www.amazon.com/gp/help/customer/display.html?nodeId=551434>) and our safe buying guarantee (<http://www.amazon.com/gp/help/customer/display.html?nodeId=537868>).

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
```

```
<plist version="1.0">
```

```
<dict>
```

```
  <key>conversation-id</key>
```

```
  <integer>13350</integer>
```

```
  <key>date-last-viewed</key>
```

```
  <integer>0</integer>
```

```
  <key>date-received</key>
```

```
  <integer>1446395900</integer>
```

```
  <key>flags</key>
```

```
  <integer>8623750145</integer>
```

```
  <key>remote-id</key>
```

```
  <string>31310</string>
```

```
</dict>
```

```
</plist>
```