



Melissa Brown <melissa.brown@jlahome.com>

Fw: Information about your order (#337621356)

2 messages

Jody McLain <jody2772@yahoo.com>
 Reply-To: Jody McLain <jody2772@yahoo.com>
 To: "melissa.brown@jlahome.com" <melissa.brown@jlahome.com>

Thu, Mar 9, 2023 at 2:05 PM

Hi Melissa,

I called overstock and asked them to resend me the electric blanket receipt. I'm just forwarding it to you.

Thanks
 Jody McLain

Sent from Yahoo Mail on Android

----- Forwarded Message -----

From: "Jody McLain" <jody2772@yahoo.com>
To:
Sent: Thu, Mar 9, 2023 at 4:01 PM
Subject: Fw: Information about your order (#337621356)

Sent from Yahoo Mail on Android

----- Forwarded Message -----

From: "Jody McLain" <jody2772@yahoo.com>
To:
Sent: Thu, Mar 9, 2023 at 4:00 PM
Subject: Fw: Information about your order (#337621356)

Sent from Yahoo Mail on Android

----- Forwarded Message -----

From: "CustomerCare@overstock.com" <CustomerCare@overstock.com>
To: "jody2772@yahoo.com" <jody2772@yahoo.com>
Sent: Thu, Mar 9, 2023 at 4:00 PM
Subject: Information about your order (#337621356)



Thank you for your purchase!

Please find your order summary below. If there are additional items that require shipment, you will receive an email confirmation once they ship. You can also view the most current status for your order in [My Account](#). For answers to our most frequently asked questions, visit our [Online Help Center](#).

Order#: 337621356 **Order Date:** Apr 11, 2021**Billing Information**


Jody McLain
 10605 Franklin St

Shipping Information

Jody McLain
 10605 Franklin St

Roscoe, IL 61073-8332

Roscoe, IL 61073-8332

Product	Shipping	Item Price	Qty	Tax	Sub Total
 <p>Plush Heated Blanket by Serta Option: Queen - Teal Item#: 37390124</p>	Status: Shipped Tracking: 1Z59A1W10331320849	\$124.99	1	\$9.69	\$134.68
Payment Method: None				Subtotal:	\$124.99
				Shipping:	\$0.00
				Tax:	\$9.69
				Total:	\$134.68



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Text: 385-257-9241

This email was sent to jody2772@yahoo.com.

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Melissa Brown <melissa.brown@jlahome.com>

Thu, Mar 9, 2023 at 9:53 PM

To: Jody McLain <jody2772@yahoo.com>

Hi Jody,

Thank you so much for sending your receipt and also answering my question about the bedding items. I will submit all information received about your claim to upper management tomorrow and hopefully myself or my Director will be in contact soon with an update for you.

Also, We will need to have the item shipped back to our product expert to inspect the item to figure out how this happened. I will send you a prepaid Fedex shipping label tomorrow sometime. If you have any questions or concerns please let me know.

Thank you

Thank you for your understanding and patience.

Sincerely,

[Quoted text hidden]

--

Melissa Brown

Customer Service Manager

3/9/23, 9:55 PM

E&E Co., Ltd. Mail - Fw: Information about your order (#337621356)

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com