



Customer Service <cs@oll!ix.com>

Fw: Fwd: PO: 38054 Olliix Order for hot Springs Damaged item

2 messages

Robert Strydom <robertstrydom@hotmail.com>

Thu, Jul 18, 2024 at 8:53 AM

To: Customer Service <cs@oll!ix.com>

Cc: Sarah <sarah.s@cleosfurniture.com>, Haley Rickford <Haley@cleosfurniture.com>, Stephanie Davidson <stephanie@cleosfurniture.com>

Good morning,

Please issue Cleo's Furniture a credit of \$377.05 for the damaged IIF18-0096 sofa that they received on order 20800935.

Please see the emails below along with the attached pictures and supporting documentation.

Thanks,

Robert

Cell: 713-444-5314

E-mail: robertstrydom@hotmail.com

From: Sarah <sarah.s@cleosfurniture.com>**Sent:** Thursday, July 18, 2024 9:42 AM**To:** Robert Strydom <robertstrydom@hotmail.com>; Haley Rickford <Haley@cleosfurniture.com>**Subject:** Fwd: Fwd: PO: 38054 Olliix Order for hot Springs Damaged item

Robert,

Please issue credit for damaged 94llf18-0096 sofa see attached

PO 38054

Thanks,

Sarah

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

Subject:Fwd: PO: 38054 Olliix Order for hot Springs Damaged item**Date:**Thu, 18 Jul 2024 09:31:09 -0500**From:**Haley Rickford <haley@cleosfurniture.com>**To:**Sarah <sarah.s@cleosfurniture.com>

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

Subject:PO: 38054 Olliix Order for hot Springs Damaged item**Date:**Wed, 17 Jul 2024 16:27:21 -0500**From:**Jeff Young <hs7@cleosfurniture.com>**To:**Haley Rickford <haley@cleosfurniture.com>, Stephanie Davidson <stephanie@cleosfurniture.com>, Scott Davidson <scott@cleosfurniture.com>, Randy Keisler <randy@cleosfurniture.com>

Good Evening,

Item 94IIF18-0096 Sofa came in damaged upon arrival, Tried to send back on the truck, driver called his dispatch guy Brian. Brian informed him that we could not just send one item back we would have to refuse all or none, due to the order being under one PRO #, I contacted Scott and he stated to take the sofa and have the driver and I sign on the package slip and our PO:38054 that the sofa was damaged upon arrival. I spoke with Brian and he gave me a EA# 9272 and for our purchasing office to contact them with the EA# for reimbursment etc.

All items on PO: 38054 are accounted for.

Upon opening the pallets and sortign out the boxes for check in we recieved two items that DO NOT belong to our order. It has a separete shipping order attached to them but was wrapped up with our pallets, We have them set aside in the design room.

Jeff Young
ASM Hot Springs

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

Date: Wed, 17 Jul 2024 20:19:30 +0000 (UTC)
From: 5012765276@mms.att.net
To: hs7@cleosfurniture.com

5 attachments



IMG_1075.jpg
158K



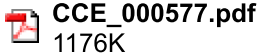
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IMG_1072.jpg
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1176K

Customer Service <cs@olliix.com>

Thu, Jul 18, 2024 at 11:34 PM

To: Robert Strydom <robertstrydom@hotmail.com>

Cc: Sarah <sarah.s@cleosfurniture.com>, Haley Rickford <Haley@cleosfurniture.com>, Stephanie Davidson <stephanie@cleosfurniture.com>

Hello Robert,

Thank you for contacting Olliix.

We are sorry to hear of the condition the order arrived at.

We have issued full credit for the damaged item. If they still want it, they can order it again on their next purchase.

Please see attached credit memo.

Thank you,

Judy
Olliix Customer Service
1.855.842.4358
cs@olliix.com

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CM-20800935.pdf
713K