



Customer Service <cs@oll!ix.com>

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**Order # 20840456**

10 messages

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**Neda Nikahd** <nnikahd@mpstudiodesign.com>  
To: "cs@oll!ix.com" <cs@oll!ix.com>

Wed, Feb 12, 2025 at 7:25 AM

Hi,

We have received our order and the item is damaged. (Please see attached).  
What is the exchange process? Please advise.

Thanks

**Neda Nikahd**

*Multifamily Architect, Interiors*

MP  STUDIO

O: 281.558.0002

[mpstudiodesign.com](http://mpstudiodesign.com)

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**5 attachments**



**4.jpg**  
56K



**3.jpg**  
82K



**2.jpg**  
81K



**1.jpg**  
102K



**Order detail.pdf**  
177K

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**Customer Service** <cs@ollix.com>  
To: Neda Nikahd <nnikahd@mpstudiodesign.com>

Wed, Feb 12, 2025 at 9:26 AM

Neda,

Could you kindly inform us if the damaged item and box was documented/notated with the carrier upon delivery? Thank you.

Sincerely,

Arianne  
Ollix Customer Service  
1.855.842.4358  
[cs@ollix.com](mailto:cs@ollix.com)

[Quoted text hidden]

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**Neda Nikahd** <nnikahd@mpstudiodesign.com>  
To: Customer Service <cs@ollix.com>

Wed, Feb 19, 2025 at 8:51 AM

Hi,

The warehouse only has pictures upon receiving the item. Please see attached.

Thanks

[Quoted text hidden]

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**4 attachments**



**1.jpg**  
102K



**2.jpg**  
81K



**3.jpg**  
82K



**4.jpg**  
56K

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**Customer Service** <cs@olliix.com>  
To: Neda Nikahd <nnikahd@mpstudiodesign.com>

Wed, Feb 19, 2025 at 9:08 AM

Neda,

Thank you for the pictures.

Can this be repaired on your end? We will then issue a credit for the repair cost just send us the repair receipt. Please advise. Thank you.

Sincerely,

Arianne  
Ollix Customer Service  
1.855.842.4358  
[cs@ollix.com](mailto:cs@ollix.com)

[Quoted text hidden]

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**Neda Nikahd** <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>  
To: Customer Service <[cs@ollix.com](mailto:cs@ollix.com)>

Wed, Feb 19, 2025 at 9:11 AM

Arianne,

We are interior design firm and don't do repairs on furniture. I would like it to be replaced.

Thanks

**Neda Nikahd**

*Multifamily Architect, Interiors*

MP  STUDIO

O: 281.558.0002

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**Customer Service** <[cs@ollix.com](mailto:cs@ollix.com)>  
To: Neda Nikahd <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>

Wed, Feb 19, 2025 at 9:31 AM

Neda.

Our replacements can only be shipped via ground service, but the item is too large for this shipping method. Unfortunately, we cannot provide a replacement. However, we can issue a full refund for 1 qty of item MT120-1201, and you are welcome to place a new order. However, before we can do that, Please send us a picture of the item's manufacturer PO number, confirming it was produced by E&E Co. You can find this information under the table.

Once we receive the picture, kindly proceed with donating the item. After you send us a copy of the donation slip, we will process your refund. Thank you.

Sincerely,

Arianne  
Ollix Customer Service  
1.855.842.4358  
[cs@ollix.com](mailto:cs@ollix.com)  
[Quoted text hidden]

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**Neda Nikahd** <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>  
To: Customer Service <[cs@ollix.com](mailto:cs@ollix.com)>

Wed, Feb 19, 2025 at 9:37 AM

Ok, Sounds good.

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**Neda Nikahd** <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>  
To: Customer Service <[cs@ollix.com](mailto:cs@ollix.com)>

Mon, Mar 24, 2025 at 7:29 AM

Hi Arianne,

Attached is the receipt from goodwill for the damaged sideboard. Could you please issue a full refund, including the shipping cost, for this item?

[Quoted text hidden]



**good will.jpg**  
70K

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**Customer Service** <[cs@ollix.com](mailto:cs@ollix.com)>  
To: Neda Nikahd <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>

Mon, Mar 24, 2025 at 10:09 AM


Neda,

Please see attached Credit Memo for 1 qty of item MT120-1201. Thank you.

Sincerely,

Arianne  
Ollix Customer Service  
1.855.842.4358  
[cs@ollix.com](mailto:cs@ollix.com)  
[Quoted text hidden]

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 **1 qty MT120-1201 CM.pdf**  
429K

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**Neda Nikahd** <[nnikahd@mpstudiodesign.com](mailto:nnikahd@mpstudiodesign.com)>  
To: Customer Service <[cs@ollix.com](mailto:cs@ollix.com)>

Mon, Mar 24, 2025 at 10:32 AM

Thank you!

[Quoted text hidden]