Melissa Brown <melissa.brown@jlahome.com>

# FW: Little Byrdies requested replacements for order 2NEZZDBEMX (replacement order WRUFTS92H3)

1 message

**Lisa Petros** <lisa.petros@jlahome.com> Wed, Mar 26, 2025 at 9:21 AM
To: Melissa Brown <melissa.brown@jlahome.com>

Hi –

I handled the credit memo on this one, but can you please open a claim for damaged in transit?

Olliix order 20847834.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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**From:** foglia.ye <foglia.ye@jlachina.com>
**Sent:** Tuesday, March 25, 2025 10:12 PM
**To:** 'Helen Chen' <helen.chen@jlahome.com>; 'Lisa Petros' <Lisa.Petros@jlahome.com>
**Cc:** 'zhuwenjun' <zhuwenjun@jlachina.com>; 'Michael Snow' <michael.snow@jlahome.com>
**Subject:** 回 复 : Little Byrdies requested replacements for order 2NEZZDBEMX (replacement order WRUFTS92H3)

This is noted, thank you, Helen.

Hi Lisa,

The customer received a damaged item (CH133-1000) from Faire order 20847834 / 2NEZZDBEMX. Please check the video screenshot provided by the customer in the attachment to see if we can file a claim with the carrier. I've asked the customer if they can send us the video and I'm currently waiting for their response. If you need any additional information, please let me know.

Thank you for your assistance.

Best regards,

Foglia

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**发件人:** Helen Chen <helen.chen@jlahome.com>
**发送时间:** 2025年3月25日 下午 8:13
**收件人:** Lisa Petros <Lisa.Petros@jlahome.com>; foglia.ye <foglia.ye@jlachina.com>; zhuwenjun <zhuwenjun@jlachina.com>; Michael Snow <michael.snow@jlahome.com>
**主题:** Fwd: Little Byrdies requested replacements for order 2NEZZDBEMX (replacement order WRUFTS92H3)

hi foglia

please forward the damaged images or video to Lisa. We need to figure out whether it is due to shipping

best regards

Helen

Vice President of Sales

E&E Co.,Ltd ( DBA JLA HOME)

45875 Northport Loop East, Fremont, CA 94538

Phone: 510-946-2301

WWW.OLLIIX.COM

---------- Forwarded message ---------
From: 'Faire' via olliix-faire <olliix-faire@olliix.com>
Date: Tue, Mar 25, 2025 at 8:11 PM
Subject: Little Byrdies requested replacements for order 2NEZZDBEMX (replacement order WRUFTS92H3)
To: Olliix <foglia.ye@jlachina.com>, Olliix Olliix <olliix-faire@olliix.com>

There were some problems with order #2NEZZDBEMX

The retailer has requested the replacement below. If you have any questions, please contact us.

Process Replacement

Edit Item Availability

# There were some problems with order #2NEZZDBEMX

The retailer has requested the replacement below. If you have any questions, please contact us.

Process Replacement

Edit Item Availability

**Send to**

Little Byrdies

Little Byrdies

108 Howard Newby Lane

76082 Springtown TXSpringtown TX 76082

**Order #2NEZZDBEMX**

Date Ordered

March 3, 2025

Olliix

96" Modern Open Storage Buffet Table Cabinet, Black/Grey*

| SKU | Quantity | Wholesale |
| --- | --- | --- |
| CH133-1000 | 1 | $888.81 |

Reported damaged, see image links below

The item was damaged and the bottom is all busted . I attached a video so you could see. I was so upset. This was the piece I was most excited about . . The rest of the items were good

Image 1
Image 2
Image 3
Image 4
Image 5
Image 6
Image 7
Image 8

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96" Modern Open Storage Buffet Table Cabinet, Black/Grey*

SKU

CH133-1000

Quantity

1

Wholesale

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Image 6
Image 7
Image 8

You may be wondering...

What if a retailer marks something as missing or damaged?

How do I contact my retailer?

How do I dispute a retailer complaint?

Visit our Help Center

Help Center | Contact Us | Privacy Policy

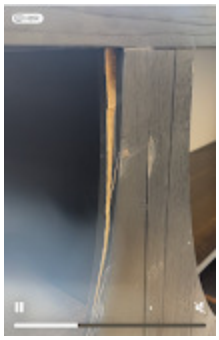
100 Potrero Ave. San Francisco, CA 94103

**6 attachments**

**B9F7A942-B548-49cd-8A10-0A0461B4B55E.png**
399K

**D9CAC548-18EE-4775-B50E-7E3B61ABE6DD.png**
469K

**DAA83592-BC68-42ea-B9EE-B2D69EA428E4.png**
484K



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**031D1F96-D9CA-444b-B89C-91CB3F0FE117.png**
561K

**19DC8991-EED8-4b4c-9260-1F7DD4ED05AF.png**
636K