



Melissa Brown <melissa.brown@jlahome.com>

Please Proceed with LTL Shipping for MP-D2C-4737

9 messages

Jhel Magbato <jhel.magbato@jlaphilippine.com>

Tue, Dec 2, 2025 at 8:11 AM

To: Melissa Brown <melissa.brown@jlahome.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Hi Melissa,

Please proceed with LTL shipping for the order MP-D2C-4737.

The shipping method has been updated to LTL, and the carrier has been changed to Freight Quote. The customer's email and phone number have also been added to the shipping address in EEC.

Reminder Warehouse: This is a Victoria Collection item. The package quality is not very good, so please check the outer box carefully and ensure there is no damage before shipping.

Kindly arrange the shipment accordingly.

Best regards,
Jhel

Melissa Brown <melissa.brown@jlahome.com>

Tue, Dec 2, 2025 at 9:47 AM

To: Jhel Magbato <jhel.magbato@jlaphilippine.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Will do, thanks!

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Zoe She <zoe.she@jlahome.com>

Sun, Dec 14, 2025 at 8:20 PM

To: Melissa Brown <melissa.brown@jlahome.com>

Cc: Jhel Magbato <jhel.magbato@jlaphilippine.com>, Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Hi Melissa,

Customer claimed damage for this order.

Please refer to the attached pictures and request a claim to CHR.



Thanks,

ZOE SHE

Marketing Director @ E&E dba.JLA Home

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Tue, Dec 16, 2025 at 1:47 PM

To: Zoe She <zoe.she@jlahome.com>

Cc: Jhel Magbato <jhel.magbato@jlapilippine.com>, Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Please send the customer invoice.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Janine Almario <janine.almario@jlapilippine.com>

Tue, Dec 16, 2025 at 4:28 PM

To: Melissa Brown <melissa.brown@jlahome.com>

Hi Melissa,

Good day. I've attached the invoice for your reference.

William Henegar placed order **MP-D2C-4737** on Dec 01 at 7:22 pm.

[View order](#)

Order summary



Victoria 6-drawer wood dresser (70")
\$1,328.99 × 1
One Size / Light Natural • SKU: MPS137-0117 **\$1,328.99**

Subtotal **\$1,328.99**

Order discount **-\$332.24**

📌 Spend \$320, Save 25% (-\$332.24)

Shipping (Economy) **\$0.00**

Total \$996.75 USD

Payment processing method

Shopify payments

Delivery method

Economy

Shipping address

Megan Henegar
1807 Chadwick Court
Chattanooga, Tennessee 37343
United States

Best Regards,
Janine

From: Melissa Brown <melissa.brown@jlahome.com>

Sent: Wednesday, December 17, 2025 5:47 AM

To: Zoe She <zoe.she@jlahome.com>

Cc: Jhel Magbato <jhel.magbato@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; operation.d2c <operation.d2c@jlahome.com>

Subject: Re: Please Proceed with LTL Shipping for MP-D2C-4737

[Quoted text hidden]

Jhel Magbato <jhel.magbato@jlapilippine.com>

Wed, Dec 17, 2025 at 7:46 AM

To: Melissa Brown <melissa.brown@jlahome.com>, Zoe She <zoe.she@jlahome.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Hi Melissa,

Please see the attached PDF.

Best regards,
Jhel

From: Melissa Brown <melissa.brown@jlahome.com>

Sent: Wednesday, December 17, 2025 5:47 AM

To: Zoe She <zoe.she@jlahome.com>

Cc: Jhel Magbato <jhel.magbato@jlaphilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; operation.d2c <operation.d2c@jlahome.com>

Subject: Re: Please Proceed with LTL Shipping for MP-D2C-4737

[Quoted text hidden]



Madison Park · Orders · MP-D2C-4737 · Shopify.pdf
231K

Melissa Brown <melissa.brown@jlahome.com>

Wed, Dec 17, 2025 at 8:01 AM

To: Jhel Magbato <jhel.magbato@jlaphilippine.com>, Janine Almario <janine.almario@jlaphilippine.com>

Cc: Zoe She <zoe.she@jlahome.com>, Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Thank you both!

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Tue, Jan 6, 2026 at 7:09 AM



To: Zoe She <zoe.she@jlahome.com>, Jhel Magbato <jhel.magbato@jlaphilippine.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Zoe and Jhel,

Did the customer accept this delivery or did they refuse it? The POD shows it delivered clear, meaning no damage was noted on the delivery receipt.

Please advise, thank you.

SOUTHEASTERN FREIGHT LINES, INC. (SEFL)		Delivery Receipt		SEFL FREIGHT BILL NUMBER 130779199	PAGE 1 OF 1
P.O. BOX 191 COLUMBIA, S.C. 29202 TEL: 803-737-0019		SHIPPER'S SD3 311 INTERNATIONAL TRADE		DATE 12/05/25	COMBATED DANGEROUS DATE 12/12/25
CONSIGNEE CHERIE BUCCIARELLI 7273 LEE LN OKAHUMPKA FL 31407	SHIPPER 311 INTERNATIONAL TRADE PORT WENTWORTH GA 31407	ORIGIN SAV OCA	DEST OCA	SHIPMENT NO. OR S.A.L.N.O. MPD2C4639	POC NUMBER MPD2C4639
APPOINTMENT LIFTGATE REQUIRED PRIVATE RESIDENCE DELIVERY		QUALITY WITHOUT QUESTION - VISIT WWW.SEFL.COM OR CALL US AT 800-321-2313		SHIP DATE 12/12/25	SHIP ROUTE FM4
CORRECTED BILL		ARRIVAL NTC LIFTGATE SVC PMT RESIDEN NET COR FEE TOTAL		255	
<p>*** ALL WEIGHTS IN LBS *** ORIGIN: HOURS(09:00-16:00) ***EXCLUSI VE AND DEDICATED USE ***AUTOMATED GPS TRACKING REQUIRED*** DRY VAN ONLY DE STINATION: HOURS(08:00-16:00) LIFT GA TE: THIS LOCATION NEEDS A LIFT GATE, RESIDENTIAL: THIS LOCATION IS A RESID ENCE, APPOINTMENT NOTIFICATION: DESTI NATION REQUIRES AN APPOINTMENT OR NOT IFICATION PLEASE CONTACT TQ IN THE EVENT AN ADDITIONAL SERVICE IS NEEDED OR REQUIRED ON A SHIPMENT LOGISTICS@FREIGHTQUOTE.COM OR 888-323-8269 EXT 2 A Weight & Inspection review has resulted in the following change: Freight Classification updated ADDITIONAL INFORMATION ATTENTION OF : CHERIE DELIVER BY THIS DATE : 120525 LOAD ID NUMBER : 538889925 CONSIGNEE PHONE : 6787775699 PURCHASE ORDER : MPD2C4639 SHIPMENT ID NUMBER : 538889925 SHIPPER PHONE NUMBER : 9232373778 *** Special Services ***</p> <p>INSIDE DELIVERY: LIMITED ACCESS: LIFTGATE: RESIDENTIAL DELIVERY: ***** SIGNATURE FOR SHIPMENT VERIFIES THE FOLLOWING SERVICE WAS PERFORMED UNLESS OTHERWISE NOTED ON THIS RECEIPT. ***** LIFTGATE REQUIRED PRIVATE RESIDENTIAL DELIVERY ***** DRIVER ARRIVED AT 12/12/2025 15:55 DRIVER DEPARTED AT 12/12/2025 16:09 *****</p>		TOTAL PIECES 1		WEIGHT 255	* PREPAID *
		0 + 1 = 1		TOTAL COLLECT →	
SIGNATURE 		ATTN: GAO 28 7564744, -81.9902013		DAVEY** 54081	
PRINT Cherie Bucciarelli		RECEIVED IN GOOD CONDITION EXCEPT AS NOTED BY		DATE 12/12/25	
				TIME 15:55	

Melissa Brown
Customer Service Manager
E & E Co. , Ltd dba JLA Home
925-583-9305
Melissa.brown@jlahome.com

On Sun, Dec 14, 2025 at 8:20 PM Zoe She <zoe.she@jlahome.com> wrote:
[Quoted text hidden]

Isabella.wang <isabella.wang@jlachina.com> Wed, Jan 7, 2026 at 12:52 AM
To: Melissa Brown <melissa.brown@jlahome.com>, Zoe She <zoe.she@jlahome.com>, Jhel Magbato
<jhel.magbato@jlapilippine.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>, "operation.d2c" <operation.d2c@jlahome.com>

Hi Melissa,

Yes, the customer accepted the shipment. Unfortunately, the customer was not aware that they needed to note the damage on the delivery receipt at the time of arrival.

However, the photos provided (showing both the exterior carton damage and the interior product damage) were taken immediately upon delivery. Since the damage is significant, we would like to try filing a claim with CHR based on these visual proofs, even though it was signed clear.

We appreciate your help in pushing this forward with the carrier.

Best wishes,

Isabella Wang

Marketing Dept & Off-site Operation

E&E Co., Ltd, JLA Home | madisonpark2010.com

发件人: operation.d2c+bncbcfjp6fq4ymrbl6l6tfamgqerphgwna@jlahome.com <operation.d2c+bncbcfjp6fq4ymrbl6l6tfamgqerphgwna@jlahome.com> **代表** Melissa Brown

发送时间: 2026年1月6日 7:09

收件人: Zoe She <zoe.she@jlahome.com>; Jhel Magbato <jhel.magbato@jlapilippine.com>


抄送: Lisa Petros <lisa.petros@jlahome.com>; operation.d2c <operation.d2c@jlahome.com>

主题: Re: Please Proceed with LTL Shipping for MP-D2C-4737

Zoe and Jhel,

Did the customer accept this delivery or did they refuse it? The POD shows it delivered clear, meaning no damage was noted on the delivery receipt.

Please advise, thank you.

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12/12/25 13:00 - 17:00		SHIP TO SHIP TO SHIP TO		SHIP TO SHIP TO SHIP TO	SHIP TO SHIP TO SHIP TO																				
<table border="1"> <thead> <tr> <th>PKGS</th> <th>NO</th> <th>DESCRIPTION</th> <th>TYPE</th> <th>WEIGHT</th> <th>DATE</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>IT-79300-3 CL 250</td> <td>ARRIVAL NTC LIFTGATE SVC PMT RESIDEN NET COR FEE TOTAL</td> <td>255</td> <td></td> <td></td> </tr> <tr> <td colspan="6"> <p>*** ALL WEIGHTS IN LBS ***</p> <p>ORIGIN: HOURS (09:00-16:00) ***EXCLUSIVE AND DEDICATED USE ***AUTOMATED GPS TRACKING REQUIRED*** DRY VAN ONLY DESTINATION: HOURS (08:00-16:00) LIFT GATE: THIS LOCATION NEEDS A LIFT GATE, RESIDENTIAL: THIS LOCATION IS A RESIDENCE, APPOINTMENT NOTIFICATION: DESTINATION REQUIRES AN APPOINTMENT OR NOTIFICATION</p> <p>PLEASE CONTACT TQ IN THE EVENT AN ADDITIONAL SERVICE IS NEEDED OR REQUIRED ON A SHIPMENT</p> <p>LOGISTICS@FREIGHTQUOTE.COM OR 888-323-8369 EXT 2</p> <p>A Weight & Inspection review has resulted in the following change: Freight Classification updated ADDITIONAL INFORMATION</p> <p>ATTENTION OF: CHERIE DELIVER BY THIS DATE: 120525 LOAD ID NUMBER: 538688025 CONSIGNEE PHONE: 6787775699 PURCHASE ORDER: MPD2C4639 SHIPMENT ID NUMBER: 538688025 SHIPPER PHONE NUMBER: 9232373778 *** Special Services ***</p> <p>INSIDE DELIVERY: LIMITED ACCESS: LIFTGATE: RESIDENTIAL DELIVERY: SIGNATURE FOR SHIPMENT VERIFIES THE FOLLOWING SERVICE WAS PERFORMED UNLESS OTHERWISE NOTED ON THIS RECEIPT.</p> <p>LIFTGATE REQUIRED PRIVATE RESIDENTIAL DELIVERY</p> <p>DRIVER ARRIVED AT 12/12/2025 15:55 DRIVER DEPARTED AT 12/12/2025 16:09</p> </td> </tr> </tbody> </table>						PKGS	NO	DESCRIPTION	TYPE	WEIGHT	DATE	STATUS	1	1	IT-79300-3 CL 250	ARRIVAL NTC LIFTGATE SVC PMT RESIDEN NET COR FEE TOTAL	255			<p>*** ALL WEIGHTS IN LBS ***</p> <p>ORIGIN: HOURS (09:00-16:00) ***EXCLUSIVE AND DEDICATED USE ***AUTOMATED GPS TRACKING REQUIRED*** DRY VAN ONLY DESTINATION: HOURS (08:00-16:00) LIFT GATE: THIS LOCATION NEEDS A LIFT GATE, RESIDENTIAL: THIS LOCATION IS A RESIDENCE, APPOINTMENT NOTIFICATION: DESTINATION REQUIRES AN APPOINTMENT OR NOTIFICATION</p> <p>PLEASE CONTACT TQ IN THE EVENT AN ADDITIONAL SERVICE IS NEEDED OR REQUIRED ON A SHIPMENT</p> <p>LOGISTICS@FREIGHTQUOTE.COM OR 888-323-8369 EXT 2</p> <p>A Weight & Inspection review has resulted in the following change: Freight Classification updated ADDITIONAL INFORMATION</p> <p>ATTENTION OF: CHERIE DELIVER BY THIS DATE: 120525 LOAD ID NUMBER: 538688025 CONSIGNEE PHONE: 6787775699 PURCHASE ORDER: MPD2C4639 SHIPMENT ID NUMBER: 538688025 SHIPPER PHONE NUMBER: 9232373778 *** Special Services ***</p> <p>INSIDE DELIVERY: LIMITED ACCESS: LIFTGATE: RESIDENTIAL DELIVERY: SIGNATURE FOR SHIPMENT VERIFIES THE FOLLOWING SERVICE WAS PERFORMED UNLESS OTHERWISE NOTED ON THIS RECEIPT.</p> <p>LIFTGATE REQUIRED PRIVATE RESIDENTIAL DELIVERY</p> <p>DRIVER ARRIVED AT 12/12/2025 15:55 DRIVER DEPARTED AT 12/12/2025 16:09</p>					
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Melissa Brown
Customer Service Manager
E & E Co. , Ltd dba JLA Home
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Melissa.brown@jlahome.com

On Sun, Dec 14, 2025 at 8:20 PM Zoe She <zoe.she@jlahome.com> wrote:

Hi Melissa,
Customer claimed damage for this order.

Please refer to the attached pictures and request a claim to CHR.



Thanks,

ZOE SHE

Marketing Director @ E&E dba.JLA Home

[Quoted text hidden]