



Melissa Brown <melissa.brown@jlahome.com>

Re: Re: Re: Pro# 70602137 DISPOSITION

6 messages

cs@ollix.com <cs@ollix.com>
To: melissa.brown@jlahome.com
Cc: crystal.colon@aaacooper.com

Fri, Feb 13, 2026 at 12:07 PM

Here you go, Melissa. Thank you so much!

Regards,

Arjay

Ollix Customer Service

1.855.842.4358

CS@Ollix.com

On Fri, Feb 13, 2026 at 12:07 PM -08:00 Pacific Time Customer Service<cs@ollix.com> wrote:

Thank you for your Email! One of our Customer Service representatives will respond to your inquiry within the next 24 business hours. Please do not change or remove the subject of your email.

Sincerely,

Ollix Customer Service

On Tue, Feb 10, 2026 at 7:00 PM -08:00 Pacific Time Customer Service<cs@ollix.com> wrote:

Hello,

I am asking Ollix, the shipper, if they would like this returned to them. If not, it will need to be disposed of.

Best,
Marcella

MINE Procurement Team

(415) 996-1575 | www.allmine.com | [Showrooms Near You](#)
purchasing@allmine.com

On February 10, 2026 at 2:27 PM CST crystal.colon@aaacooper.com wrote:

Good afternoon,

The customer refused the chair due to the frame being crushed. Bol and delivery receipt are attached. Please provide a disposition.

Thank you

Crystal Colon

AAA Cooper Transportation
11425 United Way Orlando FL 32824
O: 407-851-7900
crystal.colon@aaacooper.com
www.aaacooper.com

All disposition requests not resolved within 48 hours will be placed on hand and storage charges will apply. Please be patient on email replies as we do not monitor our emails 24/7 or solely work on our emails the entire business day.

This email and any attachment(s) are intended solely for the person or entity to which it is addressed and may contain confidential and/or privileged information of AAA Cooper Transportation. Unless expressly agreed to the contrary, no representation is made by this email and must only be used for the purpose it was supplied. Unintended recipients must not create or resend copies of this email nor use its contents for any purpose.

Melissa Brown <melissa.brown@jlahome.com>
To: cs@ollix.com, crystal.colon@aaacooper.com

Fri, Feb 13, 2026 at 2:58 PM

Hello Crystal,

Can you send pictures of the damaged chair please. Once you send pictures of the damage to the product you can dispose of it. I listed the value below and attached the customer invoice.

Damaged item	item cost	item freight cost	Total
MP103-0236	217.35	60.5	277.85

Thank you

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

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 **20907418 customer invoice.pdf**
114K

Crystal Colon <CRYSTAL.COLON@aaacooper.com>

Tue, Feb 17, 2026 at 8:30 AM

To: Melissa Brown <melissa.brown@jlahome.com>, "cs@ollix.com" <cs@ollix.com>

Good morning,

The chair is wrapped up pretty securely in the box. Therefore, when I checked to see if any damages anywhere from top to bottom, I didn't see anything out of place, dented, bent, or anything. Would you like me to send you photos without the cloth? We can also return free astray.

Thank you

Crystal Colon

AAA Cooper Transportation
11425 United Way Orlando FL 32824
O: 407-851-7900
crystal.colon@aaacooper.com
www.aaacooper.com

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From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Friday, February 13, 2026 5:58 PM
To: cs@ollix.com <cs@ollix.com>; Crystal Colon <crystal.colon@aaacooper.com>
Subject: Re: Re: Re: Pro# 70602137 DISPOSITION

[External Email] This email originated from outside the organization. Review the sender's email address and mouse over links before clicking or responding. Validate any requests or attachments before proceeding. If in doubt, contact Technical Support.

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>
To: Crystal Colon <CRYSTAL.COLON@aaacooper.com>
Cc: "cs@ollix.com" <cs@ollix.com>

Tue, Feb 17, 2026 at 10:17 AM

If you can send pictures of the carton, I assume it shows some damage since the customer refused it. Please go ahead and open it and send pictures of any visible and structural damage. Once I have pictures you can discard or donate the item.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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Crystal Colon <CRYSTAL.COLON@aaacooper.com>
To: Melissa Brown <melissa.brown@jlahome.com>
Cc: "cs@ollix.com" <cs@ollix.com>

Tue, Feb 17, 2026 at 12:14 PM

See attached.

Thank you

Crystal Colon

AAA Cooper Transportation
11425 United Way Orlando FL 32824
O: 407-851-7900
crystal.colon@aaacooper.com
www.aaacooper.com

All disposition requests not resolved within 48 hours will be placed on hand and storage charges will apply. Please be patient on email replies as we do not monitor our emails 24/7 or solely work on our emails the entire business day.

From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Tuesday, February 17, 2026 1:17 PM
To: Crystal Colon <CRYSTAL.COLON@aaacooper.com>
Cc: cs@ollix.com <cs@ollix.com>

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4 attachments



70602137pic.jpg
586K



70602137pic1.jpg
583K



70602137pic2.jpg
544K



70602137pic4.jpg
456K

Melissa Brown <melissa.brown@jlahome.com>
To: Crystal Colon <CRYSTAL.COLON@aaacooper.com>
Cc: "cs@ollix.com" <cs@ollix.com>

Tue, Feb 17, 2026 at 2:01 PM

Thank you so much for your help! Please donate or discard at your convenience.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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