



Maria Boggi <mboggi1002@gmail.com>

JLA Home Warranty for SKU 23063672

16 messages

Maria Boggi <mboggi1002@gmail.com>
To: JLAcs@jlahome.com

Thu, Dec 16, 2021 at 11:25 AM

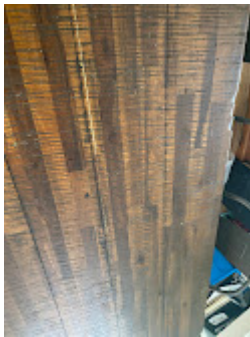
Hello,

I purchased the INK+IVY Reclaimed Brown Wood Gunmetal Trestle Dining Table through Overstock on July 3rd, 2021. The table top has split in multiple areas across the entire table leaving large gaps straight through to the floor below. I have photos attached below
. Below is the information around the product

Model Number: 1121-0118

SKU: 23063672

Overstock Order Number: 347761889

3 attachments**Table1.jpg**
3487K**Table2.jpg**
2999K**Table3.jpg**
3153K

Helita Dewitt <helita.dewitt@jlahome.com>
To: mboggi1002@gmail.com

Thu, Dec 16, 2021 at 12:29 PM

Cc: jlacs@jlahome.com

Hello Maria,

Thank you for contacting JLAHome and for providing photos. We are sorry to hear of the issues you are having with INK+IVY Reclaimed Brown Wood Gunmetal Trestle Dining Table you purchased at Overstock. We have located your order on Overstock Invoice# 347761889 - PO # 71669114-1.

Since you are within the one year warranty for furniture items, you are eligible for a replacement. Please confirm if the shipping address below is where you want the replacement sent to.

Maria Boggi

2907 Kaness Road

Willow Grove, PA 19090

Meanwhile, you can dispose or donate the defective table once the replacement arrives. Thank you.

Best Regards,

Helita

Ecommerce Support Team

jlacs@jlahome.com

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3 attachments

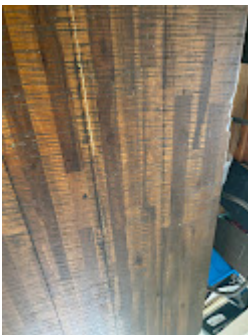


Table1.jpg
3487K

Table2.jpg
2999K



Table3.jpg
3153K

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Thu, Dec 16, 2021 at 12:34 PM

Hi Helita,

Thank you, yes that is the correct address. Will you be sending a new table or just the table top?

[Quoted text hidden]

Helita Dewitt <helita.dewitt@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>
Cc: jlacs@jlahome.com

Thu, Dec 16, 2021 at 12:55 PM

You are welcome, Maria and thank you for confirming your shipping address. I do not see that we have just the top available to send; so it will be for the entire table.

Please allow **24-48 business** hours for processing and **5-7 business** days for FedEx Ground delivery. Have a great rest of your day, and Happy Holiday's!

Best Regards,

Helita

Ecommerce Support Team Supervisor

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Mon, Dec 20, 2021 at 12:30 PM

Hi Helita,

I hope you had a good weekend. Could I get tracking information for this?

Thanks,
Maria

[Quoted text hidden]

Helita Dewitt <helita.dewitt@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>
Cc: jlacs@jlahome.com

Mon, Dec 20, 2021 at 1:25 PM

Hello Maria,

The FedEx tracking number for your replacement is 287693390957.

Have a great rest of your day, and Happy Holiday's!

287693390957

ADD NICKNAME

ON TIME

Scheduled delivery:
Thursday, 12/23/2021 by end of day

IN TRANSIT

Departed FedEx location

SACRAMENTO, CA

GET STATUS UPDATES

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Mon, Dec 20, 2021 at 3:50 PM

Great, thank you so much! Happy Holidays to you too!

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Mon, Jan 31, 2022 at 6:33 PM

Hi Helita,

I hope you are doing well. The replaced table has already split and was received just over a month ago. This is getting to be a little ridiculous considering the cost of the table. Can you please help resolve this.

Thank you,
Maria

[Quoted text hidden]

Helita Dewitt <helita.dewitt@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>
Cc: jlacs@jlahome.com

Mon, Jan 31, 2022 at 8:08 PM

Hello Maria,

I am so sorry to hear this. Can you please send a couple of photos of the split on the replacement table? Thank you.

Best Regards,

Helita

Ecommerce Support Team Supervisor

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Mon, Jan 31, 2022 at 8:43 PM

Hi Helita,

Certainly, here are 2 from the top and 1 from the bottom which better shows how it goes straight through.

Thanks,
Maria







[Quoted text hidden]

Helita Dewitt <helita.dewitt@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>
Cc: jlacs@jlahome.com

Mon, Jan 31, 2022 at 8:54 PM

Thank you, Maria.

The most we can offer is another replacement; however please note there is no warranty coverage for the 2nd replacement.

Would you like to proceed with this?

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Mon, Jan 31, 2022 at 9:05 PM

Hi Helita,

Can you please provide me the warranty coverage policy pdf or link?

Thanks,
Maria

[Quoted text hidden]

Maria Boggi <mboggi1002@gmail.com>
To: Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Tue, Feb 1, 2022 at 9:53 AM

Hello,

Following up on this.

Thanks,
Maria

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>, Helita Dewitt <helita.dewitt@jlahome.com>
Cc: jlacs@jlahome.com

Tue, Feb 1, 2022 at 10:04 AM

Maria –

You wrote this email to us at 9:05 last night and are now following up at 6:54 am. Both times were after hours and not even 12 hours between. We do take some time to sleep.

Attached is the Warranty information. In addition, from the pictures, we actually believe this is not a manufacturing defect, but rather due to the climate in your home. For this to happen two times is very, very uncommon especially when we don't have similar complaints.

With Rustic Reclaimed wood, you must be aware of the humidity and/or dryness in the room you are using the furniture in. Rooms that are hot and dry can cause the reclaimed wood to split and crack. Humid and wet rooms will expand the wood and cause it to deteriorate, as well.

Based on the pictures you provided, we believe that this is what is happening and do not feel it is a manufacturing defect and, therefore, not covered under warranty.

Thank you,

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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 **Limited term 1 Year Warranty.docx**
57K

Maria Boggi <mboggi1002@gmail.com>
To: Lisa Petros <lisa.petros@jlahome.com>
Cc: Helita Dewitt <helita.dewitt@jlahome.com>, jlacs@jlahome.com

Tue, Feb 1, 2022 at 10:21 AM

Hi Lisa,

Good morning, I apologize if our time zones are different. I am not aware of your location. I was surprised with receiving a response so promptly last night outside of traditional hours so assumed that your time zone that the timezones differed. A \$500 table should not deteriorate from air in a month. Exclusions are normal wear and tear, there is no climate that would indicate this as normal wear and tear.

LIMITED TERM 1 YEAR WARRANTY

JLA Home warrants that our furniture is free from manufacturing defects, either by workmanship or materials, for a period of (1) Year from the date of invoice. JLA will either provide a credit or replace any defective parts.

This warranty applies under the conditions of normal residential use and will not apply to damages incurred during assembly, cleaning or misuse of the product. The warranty does not apply to use in commercial, rental industrial or other non-residential use. If a manufacturing defect is noted, JLA should be notified promptly and provided a copy of the original invoice along with a photo of the defect and the manufacturers label.

The warranties exclude normal wear and tear, damaged caused during transportation, dissatisfaction or buyer's remorse. Variations in stone or tile finishes, brushed or distressed and hand painted finishes are normal product features and will not be considered as a warranty allowance.

Warranty claims must be referred to the dealer from which the original product was purchased. It is the dealer's responsibility to contact JLA on behalf of the purchaser and process the warranty claim. The dealer should retain invoices for all warranted products for the period of (1) Year from time of purchase. The warranty is not transferable under any conditions.

JLA will not be responsible for Inspection Fees, Transportation Costs or repair costs associated with our products.

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Lisa Petros <lisa.petros@jlahome.com>
To: Maria Boggi <mboggi1002@gmail.com>
Cc: Helita Dewitt <helita.dewitt@jlahome.com>, jlacs@jlahome.com

Tue, Feb 1, 2022 at 2:07 PM

Maria –

I, respectfully, disagree with you. The pictures you sent are very clear in the separation of the wood. This is a sign that the temperature is not ideal for this type of wood. What is even more of an indicator is that you had the same issue happen twice.

That said, I will honor Helita's offer of one more replacement. We will not send anything additional should the same issue occur.

Please confirm your address.

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