



**Subject**

**No Summary**

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. Thank you for allowing us to be of service to you.

Response By Email (Angeliz) (10/22/2016 09:13 AM)

Hello,

Thank you for taking the time to write to us about order # X1248662991.

I apologize for the inconvenience. I understand that your second package shipped from Borderfree on 10/7/2016. Please be advised that the tracking details online may take time to update, but I assure you that your package is on its way to your shipping address. You may expect your order within 13-22 business days from the date it shipped from Borderfree. If you'd like to check the status of your shipment, click this link: <https://www.usps.com/> and enter your tracking number on the tracking page.

Here's your tracking number: LX311115546US

Again, I am sorry for any troubles you had. If there is anything else we can do to assist you, please don't hesitate to call us at 00 1-513-573-7912, or send an email to [internationalcustomerservice@macys.com](mailto:internationalcustomerservice@macys.com).

Thank you,

Angeliz Claire Flores  
macys.com Customer Service  
[www.macys.com](http://www.macys.com)

Customer By CSS Email [REDACTED] (10/22/2016/08:16 AM)

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To Macys:

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My Order Number X1248662991 Tracking Number LX311115546US for (1) Style & Co. High Scoop Neck Tee, Only at Macy's was shipped from the United States on 10/7/16. 10/10/16 was the last time anything was posted about its progress. According to that date it was in transit from Hauppauge USA.

See attachments o2A, o2B, o2C to this e-mail for details.

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It is now 10/22/16. I do not want to miss interception of it at the post office here in Israel.

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So can you please tell me what is going on with this parcel?

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From Elana Laham