

## 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

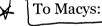
Again, I am sorry for any troubles you had. If there is anything else we can do to assist you, please don't hesitate to call us at 00 1-513-573-7912, or send an email to international customers ervice macys.com.

Thank you,

Angeliz Claire Flores macys.com Customer Service www.macys.com

Customer By CSS Email

(10/22/2016 08:16 AM)



74.0.1

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.

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

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

From Elana Laham