



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 (Ivy Joy) (11/13/2016 10:08 AM)

Hi,

Thanks for your email regarding your order number X1248662991.

I sincerely apologize for the inconvenience. I understand that you want your second package to be refunded due to not being delivered on time.

Upon careful review, I see that the package just departed a transfer airport in BEN GURION INTL, TEL AVIV YAFO, ISRAEL, on 11/13/2016. The package is currently in transit to it's destination.

To track the package, please visit <https://www.usps.com/> and enter the tracking number, LX311115546US.

Since you no longer want the package, I've processed a refund for the item, including the shipping and handling fees imposed to the package. A refund of ILS 163.30 will reflect to your MasterCard within 7-10 business days.

Please refuse the package upon delivery for you not be charged back.

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

Thank You,

Ivy Joy Pizarro
Resolution Specialist - Customer Service
www.macys.com

Customer By CSS Email ([REDACTED]) (11/13/2016 09:30 AM)

To Macys

I have not heard from you.

Please respond to my above e-mail.

From Michael Laham

On Fri, Nov 11, 2016 at 8:30 AM, [REDACTED]

[REDACTED] wrote:

To Macys

I am sure BorderFree will conduct an investigation into the belated package to determine what happened to it.

However, I waited the ALLOTTED time frame (22 business days) that I paid my shipping fees for in order to receive the package in a timely manner but I never ever got it. In addition, on 10/22/16, I alerted Macys that the package had no current tracking information but your response was to make me wait the 22 business days instead.

I am not interested in waiting any longer - and you did not mention how long I have to wait for BorderFree to get back to me regarding its investigation anyway - for this package.

So whether or not BorderFree locates the package, I am no longer interested in it. Instead, I am requesting a FULL REFUND - both shipping and merchandise fees for

* this order, which I am entitled to being that the 22 business days have already passed and I have NO package.

* From Michael Laham

On Fri, Nov 11, 2016 at 6:56 AM, Macy's Customer Service <MacysCustomerService@macys.com> wrote:

* Customer By CSS Email ([REDACTED]) (11/11/2016 01:45 AM)
To Macys

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From Michael Laham

On Fri, Nov 11, 2016 at 6:56 AM, Macy's Customer Service <MacysCustomerService@macys.com> wrote:

* Response By Email (Jeannie) (11/10/2016 11:56 PM)

Shallom Michael,

Thanks for your email about order number X1248662991.

We sincerely apologize for the delay in responding to your concerns, as well as for any inconvenience caused to you. I understand you did not receive your 2nd item on this order.

I've sent a notification to Borderfree to track the package. for the last update was 10/10/2016 according to tracking number LX311115546US by Globegistics. You will receive an email update once the investigation has been completed.

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

Thank You,

Jeannie C. Acosta
macys.com Customer Service
www.macys.com

* Customer By CSS Email ([REDACTED]) (11/10/2016 05:30 AM)

* To Macys:

* 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. The tracking information for this order indicates that it is LOST.

See attachments 04, 04A, 04B, 04C, 04D to this e-mail for details.

* I have ordered many-a-packages internationally, but have never ever had any of them get LOST.

On 10/22/16, I sent an e-mail inquiry to Macys expressing my concern that the tracking information for this order signifies that it may be LOST. I received an e-mail reply back to wait up to 22 business days for its arrival to me.

See attachment 04E to this e-mail for details.

* I have waited the 22 business days. The package never ever came. So, I am requesting a full refund for the merchandise I never received plus a full refund for the shipping fee being that the parcel was never ever delivered to me in a timely manner, or at all.