

Dear Elana,

Thank you for your reply to our recent e-mail regarding your Lands' End Order #108508273.

Since Borderfree is responsible for the delivery of your package, as well as all financial transactions relating to the order, we have informed Borderfree you no longer want the package and are requesting a full refund.

We apologize for the inconvenience and disappointment caused by this delayed delivery. If we may be of further assistance in any way, please let us know.

Sincerely,

Lois A.
International Customer Service
Lands' End
www.landsend.com
1-608-935-6170

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<http://www.landsend.com/csemail/>



--Original Message--

From: [REDACTED]
Date: 11/11/2016 12:27 AM
To: internationalorders@landsend.com
Subject: Re: Lands' End Order 108508273 [#8569951]

To LandsEnd

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 (17 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 LandsEnd that the package had no current tracking information but your response was to make me wait the 17 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 17 business days have already passed and I have NO package.

From Elana Laham

Dear Elana,

Thank you for contacting Lands' End regarding Order #108508273.

I apologize that you have not received the package. I have contacted the Borderfree shipping partner to follow up on the package. As soon as they follow up we will refund the item if it is indeed lost. I am very sorry for the inconvenience this may have caused.

If we may be of further assistance in any way, please let us know. We appreciate your business and are happy to help.

Sincerely,

Barbara H.
International Customer Service
Lands' End
www.landsend.com
1-608-935-6170

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<http://www.landsend.com/csemail/>



--Original Message--

From: [REDACTED]
Date: 11/10/2016 04:12 AM
To: internationalorders@landsend.com
Subject:

To LandsEnd:

My Order Number 108508273 Tracking Number LX311127306US for (1) Women's Plus Outrigger Fleece Lined Jacket was shipped from the United States on 10/17/16. It is now 11/10/16. 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 LandsEnd 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 17 business days for its arrival to me.

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

I have waited the 17 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.