

Hello Elana,

Thank you for contacting Borderfree and we apologize for the inconvenience caused.

Per our records, we have refunded you in full for the order 108508273 due to your non receipt claim. I have attached a copy of the receipt for your reference.

If you do not see the refund in your account, please contact your financial institution for further information. Should you have other inquiries, please do not hesitate to contact us.

Warmest regards,

M. Lee  
Customer Care Representative | Borderfree  
O: +1 212-299-3555  
E: customercare@borderfree.com  
@GoBorderfree

----- Original Message -----

From: [Redacted]  
Sent: 11/15/2016 9:35 AM  
To: customercare@borderfree.com  
Subject:

To BorderFree:

On 11/12/16, I received an e-mail from LandsEnd informing me that you are going to contact me regarding verification for a full refund - both merchandise and shipping fees - early this week for my Order Number 108508273 Tracking Number LX311127306US for (1) Women's Plus Outrigger Fleece Lined Jacket, which was shipped from the United States on 10/17/16. The tracking information for this order indicates that it is LOST. I waited the 17 business days. The parcel was never ever delivered to me in a timely manner, or at all.

See attached 05F to this e-mail for details.

I am awaiting your reply.

From Elana Laham

Borderfree, Inc.  
292 Madison Ave, 5th Floor  
New York, NY 10017  
US  
212-299 3555

Transaction Date	Nov 16 2016 04:53:48 AM EST
Merchant ID	e4x_emea
Merchant Descriptor	BF*Lands End Inc.
Transaction Type	Credit
Authorization Date	

Order Information

Description

Subtotal

398.40 ILS

Total

398.40 ILS

Cardholder Information

Name

ELANA LAHAM

Credit Card Type

MasterCard

Credit Card Number

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Billing Address

[Redacted Address]