

✧ **Borderfree Customer Care** <customercare@borderfree.com>

✧ Thu, Nov 24, 2016 at 4:51 PM

To: [REDACTED]

Hi Michael,

Many thanks for your email regarding the order shipping status.

I would love to be able to help you. Per our system shows:

✧ Your Land's end order: 108508273 Tracking Number LX311127306US and your Macys Order Number X1248662991 Tracking Number LX311115546US were lost.

✧ We have issued refund to you, please place a new order.

We apologize for the bad experience encountered by you.

Kind Regards,

Jimmy L .

Customer Care Representative | Borderfree

O: +1 212-299-3555

E: customercare@borderfree.com

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

✧ From: [REDACTED]

Sent: 11/24/2016 7:26 AM

To: customercare@borderfree.com

Cc: internationalorders@landsend.com; internationalcustomerservice@macys.com

Subject:

* [To Borderfree and Lands' End and Macys:]

* [Again, thank you for refunding me in full for the TWO LOST PARCELS.]

I hope you were able to locate and retrieve the them.

* [I was wondering if you will inform me as to what happened to them?]

One LOST PARCEL came from from LandsEnd Order Number 108508273 Tracking Number LX311127306US for (1) Women's' Plus Outrigger Fleece Lined Jacket, which was shipped from the United States to Israel on 10/17/16.

One LOST PARCEL came from Macys Order Number X1248662991 Tracking Number LX311115546US for (1) Style & Co. High Scoop Neck Tee, which was shipped from the United States on 10/7/16.

From Michael and Elana Laham

See attachments 05, 05A, 05B to this e-mail for details

ref:_00D309tl._500601384Ft:ref