

**From:** customerservice <customerservice@westelm.com>

**To:** [REDACTED].com>

**Subject:** west elm chat transcript

**Date:** Wed, Jul 16, 2014 4:53 pm

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We are now connecting you to an associate.

Eryn: Hi! I'm Eryn. How can I help you today?

Customer: Hi, there

Customer: Hi, Eryn

Eryn: Do you still need assistance?

Customer: I'm interested in the de Kalb leather couch

Customer: do you have that in stock?

Eryn: Let me check on this for you. It will be just one minute.

Customer: Ok thanks

Customer: you there?

Eryn: Yes, the sofa is available at this time.

Customer: so if I ordered it today, when would I get it

Eryn: It is an In Home Delivery item. It will take up to 3 weeks to arrive to the delivery hub in your area. After the hub receives the order you will be called to schedule a delivery appointment.

Customer: I'm in Los Angeles btw

Customer: so.. what? a month

Customer: where's this couch made btw?

Eryn: Let me check on this. One moment.

Customer: ok..

Customer: you there?

Eryn: I'm still looking for that information for you. It will be just another minute.

Customer: sure thanks.. also I'm wondering what determines availability?

Customer: Is this made upon order, or is that three week lead time simply a shipping lead time?

Eryn: I'm sorry, that information is not available. If you would like to give me your name and email address I can send message to have it looked into and you will be sent the information.

Customer: huh?

Eryn: It is currently available in the warehouse.

Customer: you don't know where your couches are made?

Eryn: It is not a special order item that needs to be made. Items that ship freight can take up to 3 weeks to arrive to the delivery hubs.

Customer: but it's coming from where?

Customer: I'm asking because I might buy 2 of these for 2 different houses

Customer: on two opposite coasts

Eryn: The information on where is it imported from is not available. If you would like to give me your name and email address I can send message to have it looked into and you will be sent the information.

Customer: Hmm, that's a touch odd

Eryn: There are warehouses on the east and west coast. It can deliver from either coast.

Customer: but BOTH deliveries have a 3 week minimum lead time to get to the hub then the actual home delivery has to be appointed?

Customer: is the hub back east?

Eryn: Items that are In Home Delivery ship freight. It can take up to 3 weeks to arrive to the delivery hub near the ship to address, depending on where they ship from.

Eryn: There are warehouses on the east and west coast.

Customer: where's the warehouse on the east coast?

Customer: because I will change our travel plans if I can get the couch sooner on either coast

Eryn: There is a warehouse in New Jersey.

Customer: and the west is where?

Eryn: Los Angeles.

Customer: Like downtown?

Eryn: I'm sorry, I don't know where. The sofa can ship from either warehouse.

Customer: if I bought the couches now, could I just go to the hub myself and get my own delivery service to pick it up if that makes it any sooner?

Eryn: No, items cannot be picked up from the hub.

Customer: I get that the sofa can ship from either warehouse, but it wouldn't make sense to supply me a couch in LA from the New Jersey warehouse would it?

Customer: how can I get this couch sooner? any thoughts?

Customer: I don't want to buy this unless I have a FIRM idea of delivery

Eryn: If the sofa is not available in the west coast warehouse it will ship from the east coast warehouse.

Customer: can you check that now?

Customer: I would think you'd have an idea of inventory right?

Eryn: We can only give an estimate of up to 3 weeks for delivery. I'm sorry, we do not have access to which warehouse has what items in stock.

Customer: WOW. That's kinda bizarre..

Customer: hmm

Customer: so basically the 3 week is a standard quote but really you don't know what you have

Eryn: Yes, In Home Delivery items that are not special order take up to 3 weeks to arrive to the delivery hub in your area. We do not have information on what items are in each warehouse.

Customer: are you actually part of west elm or a third party service?

Customer: sorry I'm just wondering

Eryn: This is west elm.

Customer: ok.. well here's my email address: [REDACTED]

Customer: can you send me the info on where this couch is made please?

Eryn: One moment, please.

Eryn: The request has been issued. You will be sent the information in 24-48 hours.

Customer: Thanks

Eryn: You're welcome.

Customer: also if let's say I buy the couch and it turns out your delivery is longer than 4 weeks

Customer: what is the cancellation policy?

Customer: this is assuming it was never delivered

Customer: or delayed in delivery

Customer: and I never took possession of it

Eryn: Orders can be cancelled within 24 hours. If the order is already shipped we can send a message to have it returned to the warehouse.

Customer: are there any charges?

Eryn: No, there are no charges for cancellation.

Customer: oh ok

Customer: I'm asking because unfortunately you guys have had myriad late delivery or no delivery complaints in the reviews

Customer: I really like this couch

Customer: but I need to know up front if there is a supply issue

Customer: i.e. it's coming from overseas, it's only made to order etc etc

Eryn: The sofa is at the warehouse. It does not ship to you from overseas.

Customer: Hmm ok, I guess I'm wary of a three week delivery time when one of the warehouses is in LA and I have one couch going to LA

Customer: I've ordered from CB2 and they delivered the next week

Eryn: Freight items take up to 3 weeks to arrive to your local delivery hub. If it ships from the west coast it will arrive in less than 3 weeks.

Customer: yes but you can't

Customer: can't tell if it will ship from the west coast

Customer: so that's a mystery

Customer: ok thanks