

## Alex Cramer

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**From:** Customer Service <cs@saferwholesale.com>  
**Sent:** Monday, September 08, 2014 11:34 AM  
**To:** Alex Cramer  
**Subject:** Re: FW: Issue with order and refund.

**Flag Status:** Flagged

I do apologize if you feel there was any type of miscommunication, but the refund process is 45-60 business days for a Check to be cut by our accounting department and mailed to you. It looks to me that you are right around the 7th business day mark right now. We will do everything we can to try and expedite this process, but the checks are processed in the order in which they are received.

Thanks,  
Customer Service  
Great Sports Inc. / saferwholesale.com  
2108 McDonough St.  
Joliet, IL 60436  
708-669-1237 / 866-606-3991  
Fax: 815-531-3513

On 9/5/2014 5:21 PM, Alex Cramer wrote:

Hi, I have not heard back and I am checking again to see the status of my refund.

Many thanks, Alex.

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**From:** Alex Cramer [<mailto:alex.e.cramer@gmail.com>]  
**Sent:** Friday, September 05, 2014 1:07 PM  
**To:** [cs@saferwholesale.com](mailto:cs@saferwholesale.com)  
**Subject:** Issue with order and refund.

I placed an order with the date of the invoice 8/8/2014 and a draft was issued from my bank to your bank in the amount of 424.95 for an electronic golf cart which I never received and was I never notified that I would not be receiving the cart either. The order number is G56849 and I would like to know when I will be receiving a deposit to my account in the same method in which it was relieved from the account. I hope today it will be posted.

I am very disappointed with this whole process.

Many thanks, Alex.