



## Tom Cospito

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**From:** THOMAS COSPITO <tomcccs@yahoo.com>  
**Sent:** Wednesday, December 21, 2016 10:56 AM  
**To:** Tom Cospito  
**Subject:** ninja


**Follow Up Flag:** Follow up  
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 Vernon (Responding)


 **Vernon:** Hi, my name is Vernon. One moment while I review your question.


 **thomas cospito:** hello>?

 **Vernon:** I'll be glad to check your order and help you accordingly.


 **Vernon:** May I have your order number, please?


 **thomas cospito:** 7485710582

 **Vernon:** Thank you for the order number.


 **Vernon:** For verification purpose, may I have your registered phone number?


 **thomas cospito:** 2018455400


 **Vernon:** Perfect, that matches the record.


 **thomas cospito:** the unit i wanted came with a glass and a stainless steel carafe whihc it said it had until after i ordered


 **Vernon:** Not to worry, I'll check that for you. Kindly stay online.


 **Vernon:** Thank you for staying online.


 **thomas cospito:** did you find my answer


 **Vernon:** Is that possible for you to return the item in store and get immediate exchange?


 **thomas cospito:** why cant i cancel my order it was purchased less then 30 minutes ago and you never answered if it makes cold coffee???????


 **Vernon:** I'm sorry, you can brew both hot and cold coffee. I just saw in the description.


 **thomas cospito:** thats all i was asking does it come with two carafes glass and stainless it seems clear til you order then its not so clear any more that is very deceptive


 **Vernon:** I'm really sorry, it has all the features and includes all the items as shown in the product description.


 **thomas cospito:** this is the most expensive ninja correct?


 **Vernon:** Yes, as it has more features it's quite expensive.

 **thomas cospito:** do does it come with two carafes? your website is confusing which is why i prefer bed bath & beyond

 **Vernon:** Yes, it do come with two carafes.

 **thomas cospito:** thank you satinless and glass correct?

 **Vernon:** Yes, it has that too.

 **thomas cospito:** thank you for your help