

Sabrina

From: Arturo H <arturo.h@nuwavenow.com>
Sent: Friday, March 24, 2017 11:16 AM
To: Sabrina
Cc: Customer Service
Subject: RE: Order 8894854

Good morning,

We offer the Party Mixer, Twister, and Supreme Pizza Kit free of product price, but you must cover the separate Processing and Handling (P&H) charge. I did notice that you placed the order online, and when placing the order, you have the choice to accept or decline the items and, unfortunately, the free gifts were not selected. This is a one-time offer and we will not be able to honor the free gifts at our promotional price. I do apologize for any inconvenience or issues this may have caused you.

If you have any additional questions or concerns, please let me know.

Thank you,

Arturo H
Customer Service Representative



1795 N. Butterfield Road
Libertyville, IL 60048-1212
Office: (877) 689-2835 • **Fax:** (847) 367 - 5480
Hours: Monday through Friday 7:30am – 4:30pm CST
Email: Arturo.H@nuwavenow.com

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Please consider the environment before printing this e-mail.

From: Sabrina [redacted]
Sent: Thursday, March 23, 2017 5:05 PM
To: Arturo H <arturo.h@nuwavenow.com>
Subject: RE: Order 8894854

Yes. The the Party Mixer, Twister, and Supreme Pizza Kit.

From: Arturo H [<mailto:arturo.h@nuwavenow.com>]
Sent: Thursday, March 23, 2017 11:19 AM
To: [REDACTED]
Cc: Customer Service
Subject: RE: Order 8894854

Good morning,

Thank you for reaching out to us, and it will be my pleasure to assist you today. May I ask which upgrade you are inquiring about? Is it our free gifts including the Party Mixer, Twister, and Supreme Pizza Kit? Thank you so much for contacting us and have a wonderful day.

If you have any additional questions or concerns, please let me know.

Thank you,

Arturo H
Customer Service Representative



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From: Sabri [REDACTED]
Sent: Wednesday, March 22, 2017 8:09 PM
To: Customer Service <customerservice@nuwavenow.com>
Cc: [REDACTED]
Subject: Order 8894854

We received the two ovens today but the upgrade was not included. Is there a separate shipment?



Here's everything you'll receive
when you order today!

WHILE
SUPPLIES LAST!

***This special offer
won't last long.***

*Free gifts are in
limited supply.*



YOUR CART

Item Description	Price
2 NuWave Oven Pros	\$119.85
Twister, Party Mixer & Supreme Pizza Kit	FREE

You will have a chance to choose between one easy payment of \$119.85 or three easy payments of \$39.95

**Select your shipping options on the next page*

Sabrina