

Re: HU540960 - [RHB-WPFZR-972]

13 messages

Naima CSR <customerservice@yorkvilles.com>
Reply-To: Naima CSR <customerservice@yorkvilles.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Sat, Sep 19, 2020 at 10:06 AM

Hi Charlotte,

Thank you for contacting us.

While customers are placing their orders online, once they enter their shipping address they are provided with several different shipping methods that indicate the minimum turnaround time required for an order to be delivered, as well as their corresponding shipping fees (if applicable). The "cart" page also advises customers that their "*Preferred delivery date depends on the shipping method chosen*", thus reminding customers to choose a shipping method that corresponds with their preferred delivery date before submitting payment.

During checkout you chose the shipping method 4 *business days* meaning weekend delivery is not applicable based on the shipping method chosen. Therefore, your order is scheduled to be delivered on the closest available business day.

Free Ground Service® Delivery to businesses by 5 pm and residences by 8 pm. Ordering deadline: 2 pm today. **Typical (Not Guaranteed) delivery time (4 Business Days)**

We hope this explains.

Sincerely,
Naima CSR
Senior Customer Service Representative
The Gift Group

To rate this answer or view ticket history please follow the link:
https://giftgpladesk.com/ticket_GK04QNXG4P5NRcJJ
Powered by LiveAgent.

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <customerservice@yorkvilles.com>

Sat, Sep 19, 2020 at 10:34 AM

That would make sense except the fact that the delivery date on my confirmation says 9/20. If that weren't an option, why would I be able to select it? Also what's the guaranty on the fruit?

On Sep 19, 2020, at 10:06 AM, Naima CSR <customerservice@yorkvilles.com> wrote:

Hi Charlotte,
[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <customerservice@yorkvilles.com>

Mon, Sep 21, 2020 at 10:31 AM

Following up.
[Quoted text hidden]

Naima CSR <cs@newyorkblooms.com>
Reply-To: Naima CSR <cs@newyorkblooms.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Tue, Sep 22, 2020 at 12:53 PM

Hi Charlotte,

The shipping method states, Free Ground Service® Delivery to businesses by 5 pm and residences by 8 pm. Ordering deadline: 2 pm today. **Typical (Not Guaranteed) delivery time (4 Business Days)**
[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <cs@newyorkblooms.com>

Tue, Sep 22, 2020 at 1:05 PM

Again - why even let me pick the delivery date and tell me no shipping charge then?

Will the fruit be guaranteed since it'll be delivered a WEEK after shipping?

On Sep 22, 2020, at 12:53 PM, Naima CSR <cs@newyorkblooms.com> wrote:

Hi Charlotte,
[Quoted text hidden]

Naima CSR <cs@hazeltongiftbaskets.com>
Reply-To: Naima CSR <cs@hazeltongiftbaskets.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Tue, Sep 22, 2020 at 4:25 PM

Hi Charlotte,

I would suggest waiting until the items arrive and let us know.
[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <cs@hazeltongiftbaskets.com>

Tue, Sep 29, 2020 at 7:30 PM

I JUST got an email that this was delivered today and per your emails below it's a week late and almost two weeks after it was shipped and nine days after I asked that it be delivered. Please issue a refund.

> On Sep 22, 2020, at 4:25 PM, Naima CSR <cs@hazeltongiftbaskets.com> wrote:

>
> Hi Charlotte,
[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <cs@hazeltongiftbaskets.com>

Tue, Sep 29, 2020 at 9:05 PM

Pics of what was delivered. I expect a full refund.

> On Sep 29, 2020, at 7:30 PM, Charlotte Wilson <clwilson2010@gmail.com> wrote:

>
> I JUST got an email that this was delivered today and per your emails below it's a week late and almost two weeks after it was shipped and nine days after I asked that it be delivered. Please issue a refund.

>
>> On Sep 22, 2020, at 4:25 PM, Naima CSR <cs@hazeltongiftbaskets.com> wrote:

>>
>> Hi Charlotte,
>>
>> I would suggest waiting until the items arrive and let us know.
>>
>> Sincerely,
>> Naima CSR
>> Senior Customer Service Representative

>> The Gift Group
>>
>> ---
>> To rate this answer or view ticket history please follow the link:
>> https://giftgp.ladesk.com/ticket_GK04QNXG4P5NRcJJ
>> Powered by LiveAgent.

2 attachments



image0.jpeg
68K



image1.jpeg
88K

Naima CSR <customerservice@yorkvilles.com>
Reply-To: Naima CSR <customerservice@yorkvilles.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Wed, Sep 30, 2020 at 1:57 PM

Hi Charlotte,

Thank you for contacting us.

Although we are sorry to learn about the condition in which the items were delivered, unfortunately, we are unable to compensate you for the damages that occurred under these circumstances.

As per our FAQs and terms and conditions, we advise all customers against shipping perishable items – that is, any product with a lifespan that is subject to spoilage after a period of time such as fruits, cakes, cheeses and plants – using any shipping method that requires more than one business days' transit. Despite our best efforts, we can't guarantee the condition in which products of this nature will be delivered if in transit for longer time periods.

We recommend that customers only ship perishable items if willing to pay for/upgrade to the fastest shipping method available during checkout (**same-day, next-day, overnight**); we also include this advisory in the product details of most of our perishable and custom baskets. According to your order confirmation, the shipping method selected requires more than one business days' transit.

We apologize for the inconvenience but hope you might at least be able to appreciate our explanation.

[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <customerservice@yorkvilles.com>

Wed, Sep 30, 2020 at 4:06 PM

This is completely ridiculous. Refund my money or I will be filing a complaint with the BBB, completing every negative review I can, and I will file a claim with American Express. I expect resolution today.

On Sep 30, 2020, at 1:57 PM, Naima CSR <customerservice@yorkvilles.com> wrote:

Hi Charlotte,
[Quoted text hidden]

Naima CSR <cs@good4yougiftbaskets.com>
Reply-To: Naima CSR <cs@good4yougiftbaskets.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Wed, Sep 30, 2020 at 4:22 PM

Hi Charlotte,

You were informed of the resolution in my previous email,
[Quoted text hidden]

Charlotte Wilson <clwilson2010@gmail.com>
To: Naima CSR <cs@good4yougiftbaskets.com>

Wed, Sep 30, 2020 at 5:03 PM

Remind me what that was... you ripping me off?

> On Sep 30, 2020, at 4:22 PM, Naima CSR <cs@good4yougiftbaskets.com> wrote:
>
> Hi Charlotte,
> [Quoted text hidden]

Naima CSR <cs@monthlysommelier.com>
Reply-To: Naima CSR <cs@monthlysommelier.com>
To: Charlotte Wilson <clwilson2010@gmail.com>

Thu, Oct 1, 2020 at 9:42 AM

Hi Charlotte,

Thank you for contacting us.

Although we are sorry to learn about the condition in which the items were delivered, unfortunately, we are unable to compensate you for the damages that occurred under these circumstances.

As per our FAQs and terms and conditions, we advise all customers against shipping perishable items – that is, any product with a lifespan that is subject to spoilage after a period of time such as fruits, cakes, cheeses and plants – using any shipping method that requires more than one business days' transit. Despite our best efforts, we can't guarantee the condition in which products of this nature will be delivered if in transit for longer time periods.

We recommend that customers only ship perishable items if willing to pay for/upgrade to the fastest shipping method available during checkout (**same-day, next-day, overnight**); we also include this advisory in the product details of most of our perishable and custom baskets. According to your order confirmation, the shipping method selected requires more than one business days' transit.

We apologize for the inconvenience but hope you might at least be able to appreciate our explanation.

[Quoted text hidden]