



Ana Gabriele <annagabsoares@gmail.com>

RE: Nautica defective boots (45836) - EVERLY / SHANA

4 messages

Shawna Felix <sfelix@esoriginals.com>
To: Ana Gabriele <annagabsoares@gmail.com>
Cc: Shawna Felix <sfelix@esoriginals.com>

Tue, Sep 15, 2020 at 2:52 PM

Good Afternoon Ana,

Please be advise we have been closed and just recently opened.

I will send you a replacement, what size are you?

~Best Regards~

Shawna Felix

212-845-3603

From: Ana Gabriele [mailto:annagabsoares@gmail.com]

Sent: Tuesday, September 15, 2020 1:59 PM

To: Shawna Felix

Subject: Re: Nautica defective boots (45836)

Hi Shawna,

I sent you a message in february about defective boots that I purchased from Nautica, and you said you would send me a replacement pair but it never happened. I live in Seattle and the rainy season is about to start, and I am not willing to buy a new pair of boots since the nautica's I barely used.

I appreciate your service.

my address is:

500 106th AVE NE Bellevue, unit 1513.

my name : Ana Soares

On Wed, Feb 19, 2020 at 10:53 AM Shawna Felix <sfelix@esoriginals.com> wrote:

Good Afternoon Ana,

I apologize for the hardship this has caused you.

We are able to send you a replacement shoe

Please confirm your size and I can ship you the replacement from my CA warehouse.

I look forward to hearing from you

~Best Regards~

Shawna Felix

212-845-3603

From: Michael Lopez [mailto:MLopez@nautica.com]

Sent: Friday, February 14, 2020 3:21 PM

To: annagabsoares@gmail.com

Cc: Shawna Felix

Subject: Nautica defective boots (45836)

Hello ,

Thank you for sharing your experience with your Nautica footwear. We are always interested in the performance of our products and we appreciate your feedback.

ES Originals is the company we have chosen to distribute and service our line of Nautica footwear. I have recorded your message and forwarded it to Shawna Felix, the customer service representative at ES Originals. She will contact you shortly to gather any additional necessary information and assist you in your role of processing the claim. For your convenience, I have provided her direct contact information below:

Name: Shawna Felix

Email: sfelix@esoriginals.com

Phone: (800) 677-6577

Have a great day!

From: Ana Gabriele <annagabsoares@gmail.com>
Sent: Friday, February 14, 2020 11:42 AM
To: Michael Lopez <MLopez@nautica.com>
Subject: Re: [EXT] DEFECTIVE PRODUCT

On Fri, Feb 14, 2020 at 8:41 AM Ana Gabriele <annagabsoares@gmail.com> wrote:

Hi Michael,

I am sending some pictures.

On Fri, Feb 14, 2020 at 6:59 AM Michael Lopez <MLopez@nautica.com> wrote:

Hello ,

Thank you for contacting Nautica. My name is Mike and I would be happy to assist you. I am sorry to hear that your boots are ripping. Would you please forward a few photos of the item ? to me directly so I may further assist you.

Thank you,

Mike Lopez

Assistant Customer Service Manager

Aero OpCo LLC

Phone: 201-508-5030

Email: MLopez@Nautica.com



Please consider the environment before printing this email

From: Nautica Customer Support Team <customerservice@nautica.com>
Sent: Thursday, February 13, 2020 10:05 PM
To: Nautica Contactus <contactus@nautica.com>
Subject: [EXT] DEFECTIVE PRODUCT



Ana Sores
annagabsoares@gmail.com
2/13/2020 6:37 PM

--Original Message Email Case #25826014---

Hi,

I just bought a pair of cute Nautica's boots some weeks ago and they just started ripping. I reached the customer service online but they unfortunately couldn't help me since I've purchased the product at a store. I would like to know if there anything you could do to help me. I love Nautica products and that is the first one that came defective.

I am attaching some pictures of the defective product.

thank you

[image: IMG_2672.JPG]

[image: IMG_2673.JPG]

[image: A2266177-73ED-4BB8-88A7-0F3E072D2C3A.jpg]

[image: IMG_2674.JPG]

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Atenciosamente,

*Ana Gabriele Soares *

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ref:\_00Dj0Jdpt.\_5003x1yc56A:ref

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Atenciosamente,

Ana Gabriele Soares

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Atenciosamente,

Ana Gabriele Soares

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**Atenciosamente,**

**Ana Gabriele Soares**

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**Ana Gabriele** <annagabsoares@gmail.com>  
To: Shawna Felix <sfelix@esoriginals.com>

Tue, Sep 15, 2020 at 4:25 PM

thanks for contacting me.  
My size is 7, 1/5..

thanks a lot  
[Quoted text hidden]

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**Ana Gabriele** <annagabsoares@gmail.com>  
To: Shawna Felix <sfelix@esoriginals.com>

Tue, Sep 29, 2020 at 6:51 PM

Hi Shawna,  
  
How are you? Have you sent the replacement yet?  
I would love to if I could have the shipment tracking number.  
Thanks a lot, please let me know if you need any other information from my side.  
Ana  
[Quoted text hidden]

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**Ana Gabriele** <annagabsoares@gmail.com>  
To: Shawna Felix <sfelix@esoriginals.com>

Sun, Oct 18, 2020 at 11:24 AM

Hi Shawna,  
  
I am still waiting for the replacement, I haven't heard from you since September.

I would appreciate it if you could send me a new pair of black boots once the pair I bought from you was defective.  
Thank you a lot.

my information is as follows:

Ana Gabriele  
size: 7,5  
address:  
19 Thomas Grove, Pittsford, NY 14534

Ana Gabriele

Ana Gabriele  
[Quoted text hidden]