

[CaskCartel.com] Re: Re: Order 10011234602 confirmed

steve17522@yahoo.../inbox

 CaskCartel.com <hello@caskcartel.com>
From: Steve17522 <steve17522@yahoo.com>

Dec 22, 2021 at 2:49 PM

##- Please type your reply above this line -##

Your request (110596) has been updated. To add additional comments, reply to this email.

Gina (CaskCartel.com)

Dec 22, 2021, 4:49 PM EST

Greetings Steve & thanks for reaching out!

Thank you for informing us of the version you prefer for this order, I did look into it and noticed you definitely did order "The Glenlivet 18 Year Old Single Malt Scotch Whisky" the 43% ABV version.

I do not think our retailer will send the wrong product, I can inform them to make sure they are prepping shipment for the correct product you've placed your order for. I am glad you were able to reach out to us about your order because I did want to inform you the order is currently processing with our retailer right now which is good news. We at least allow them to prep for shipment and have the package sent to our carrier who will complete the scan-in process and have package shipped out to your home. You can always reach out to us by phone or email regarding an order status or any updates for this order. We would love to help!

We truly value you as a customer and your business is much appreciated. Have a wonderful day!

Best Regards,

Gina

Steve17522

Dec 21, 2021, 10:45 PM EST

Hello,

This order assumes that the Glenlivet 18 is the old version with 43 ABV as per the description and picture. DO NOT SEND THE NEW 40 ABV version.

Thank you,

Steve Husson

On Tuesday, December 21, 2021, 08:41:57 PM MST, CaskCartel.com <hello@caskcartel.com> wrote:

Thank you for your purchase!



ORDER 10011234602

Thank you for your purchase!

Hi Steven, your order has been accepted by a local licensed authorized retailer partner for processing & fulfillment.

Please Note: Deliveries REQUIRE Adult Signature. Please contact us immediately if you need to update your delivery address to a work or business location where someone is available to sign. After 3 attempts ALL packages are returned to sender and are subject to our return shipment policy.

(COVID-19) Update: The Health and Safety of the Retail Fulfillment Partners is our Number One Priority. This may create extended delays in order processing. All online retailers are experiencing these same issues. Our retailer network is working non-stop 24/7 shifts fulfilling orders following CDC regulated guidelines. We kindly ask that you please consider this during these unprecedented times. While many orders are being fulfilled and leaving within normal turnaround times however others may take up to 14-days or longer.

Tracking notifications: **In some instances tracking notification won't appear valid or won't be received till it's scanned in by a local delivery carrier. Some retailers use freight to regional hubs which are then sent out through local