

Re: Thank you for contacting Samsung - (12420738) - NONE

From Escalations <oop@seaecomm.zendesk.com>

To ruggerd@protonmail.com

Date Tuesday, December 5th, 2023 at 6:48 PM

Princes G (Tier 3)

Dec 5, 2023, 18:48 EST

Hello Doug,

My name Princes, and I am the Samsung Executive Case Manager who will be taking ownership of your recent escalation. I apologize for your experience, know that this is not the expectation we have for our customers.

Let me confirm that the promotional offer for the watch and the military discount did not reflect on the same cart and you are being charged for another \$30 even after applying the code, right?. Please let me know via email what time I could reach you so I could arrange a callback or if you only prefer an email communication, please let us know. Kindly be advised that my office hours are from Mondays to Fridays from 11:00 am - 8:00 pm (EST).

I appreciate your patience and look forward to connecting with you.

Warm regards,
Princes G

Executive Case Manager | Executive Escalations Support Group | eCommerce |
Samsung Electronics America

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