

Complaint Confirmation & Emails

From: Factory Supply Outlet (cse@factorysupplyoutlet.com) <system@sent-via.netsuite.com>
To: normandyoung@gmail.com
Cc:
Subject: Case # CSC131747 Created: 404299 Received Incorrect Item / Quantity


Case #CSC131747 - Has been created!

Thank you for reaching out to us regarding your order 404299

Case Type: Received Incorrect Item / Quantity

Other Details:

I ordered one gallon of Lubriplate Pure Flush but received only one quart.
Please send the remaining three quarts.

 If required, you can reply directly to this email.

Message History

I ordered one gallon of Lubriplate Pure Flush but received only one quart.
Please send the remaining three quarts.


Email Train: most recent first

From: Factory Supply Outlet (cse@factorysupplyoutlet.com) <system@sent-via.netsuite.com>
To: normandyoung@gmail.com
Cc:
Subject: Case Update: CSC131747 - Order not complete

Update for Case CSC131747 - "Order not complete"

Hi,

We apologize for the delay we will have this shipped out right away sent this to shipping manager to get handle right away.

 If required, you can reply directly to this email.

-----Original message-----

From: CX0048167 Norman Young
Sent: 06/24/2024
Subject: Order not complete


Have you shipped the rest of my order???????????

Norman Young

From: Factory Supply Outlet (cse@factorysupplyoutlet.com) [<mailto:system@sent-via.netsuite.com>]
Sent: Friday, June 14, 2024 6:56 PM
To: normandyoung@gmail.com
Subject: Case Update: CSC131747 - Order not complete

Update for Case CSC131747 - "Order not complete"

We apologize for this and will have this shipped out right away.

 If required, you can reply directly to this email.

From: Norman Young [<mailto:normandyoung@gmail.com>]
Sent: Wednesday, June 12, 2024 5:50 PM
To: 'Factory Supply Outlet'
Subject: RE: Case Update: CSC131747 - Order not complete

I have not yet received the rest of my order (see below).
Do you know when it will be sent?

Peace,
Norman Young

From: Factory Supply Outlet (cse@factorysupplyoutlet.com) [<mailto:system@sent-via.netsuite.com>]
Sent: Thursday, May 30, 2024 5:48 PM
To: normandyoung@gmail.com
Subject: Case Update: CSC131747 - Order not complete

Update for Case CSC131747 - "Order not complete"

I will have a reshipment issued so you get a gallon of this.

 If required, you can reply directly to this email.

-----Original Message-----

From: CX0048167 Norman Young

Sent: 05/30/2024

Subject: Order not complete

Please see attached photo for items received.

Peace,

Norman Young

From: Factory Supply Outlet (cse@factorysupplyoutlet.com) [<mailto:system@sent-via.netsuite.com>]


Sent: Thursday, May 30, 2024 4:53 PM

To: normandyoung@gmail.com

Subject: Case Update: CSC131747 - Order not complete

Update for Case CSC131747 - "Order not complete"

Please send me a picture of what you received so i can approve a reshipment on this.

 If required, you can reply directly to this email.
