



BustedTees

Josh Mohrer <josh@bustedtees.com>

Wed, Jan 2, 2008 at 2:35 PM

To: tiangotlost@gmail.com

Cc: amanda <amanda@bustedtees.com>

Dear Tian,

This is Josh, I operate BustedTees. First off, let me apologize for the long delay in getting a response from me directly. I unfortunately am only learning of this situation today. The volume we received this season really blew us away and unfortunately we seem to have come up short in the customer service department. In some cases, very short. I see that a new order was put through for you with Next Day Air. When you purchased the shirt, the site should have said the item was back ordered. I realize it might not have said that, which only adds to the frustration you must be going through.

We really want to make this right, for you and for everyone else out there who had a similar experience. We served about 25,000 customers this holiday season, and I imagine several hundred has a similar experience as you.

I've refunded you in full and once again apologize sincerely for all the inconvenience and frustration we may have caused. The shirt will still come when its back in stock, but its on us. You can tell anyone who had this problem to contact me directly for a shipping refund. All shirts will be delivered, and a very serious lesson is learned.

Best,

Josh Mohrer
BustedTees
