



RE: Order # 461541 (#8660-89486161-1418)

BustedTees.com <support@bustedtees.com>

Wed, Dec 26, 2007 at 7:30 PM

Reply-To: "BustedTees.com" <support@bustedtees.com>

To: Tian <tiangotlost@gmail.com>

Cc: vpalmer@sureshiponline.com, josh@bustedtees.com, orders@bustedtees.com

Hello Tian,

I do apologize for the inconvenience. I have forwarded your concerns to our corporate office and you should be contacted back as soon as possible.

Thank you,

Jared F
Customer Support
BustedTees.com

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

From: Tian (tiangotlost@gmail.com)

Sent: Dec 26, 2007 10:14:00 AM

Subject: Order # 461541

Dear Bustedtees,

On Nov. 29th, 2007 I have placed an order for a tee. It arrived on Dec. 6th with damage on its left sleeve. After contacting your customer service, a replacement order was placed by Valerie Palmer on Dec. 11th (see attached PDF).

I have called last Friday, Dec. 21, asking about the tee's status and was told it should be delivered that day. However, it did not.

I called once again this morning, the young man I spoke with told me: "we don't know what happened to the order. I see the original order from Nov. 29th, but the replacement one, it seems no one has done anything with it. The customer service department people are back from their holidays, someone will contact you either via email or phone."

I understand perhaps my order was neglected among other holiday shopping orders. However, waiting two weeks for a replacement order while been misled with false promise is unacceptable.

As a first time customer of Bustedtees, my recent purchasing experience is giving me doubts regarding my personal as well as my friends' future business with your service.

This original purpose of this tee was a present for Christmas, which was yesterday. Perhaps for next year, I should switch my holiday celebration to Kwanzaa; at least I will know my local grocery store will not have a problem of replacing ears of corn for me.

Happy Holidays!

--

Tian
