

-- One of our e-reps will be right with you
You have been connected to Jorge M.
Jorge M: Hello! How may I assist you today?
Customer: hi I would like to know the status of order # 29D00CQBE
Jorge M: One moment please.
Jorge M: What is your order number?
Customer: 29D00CQBE
Jorge M: that is a order number.
Customer: Yes, that is an order number. Has it been shipped out yet?
Jorge M: what is your e-mail address please?
Customer: tiangotlost@gmail.com
Jorge M: May I please get your first and last name?
Customer: Tian is first name.
Jorge M: Your order number is 541389 and the order was shipped on 12/12/2007
Customer: what is the tracking number?
Jorge M: 9101805213907233869883
Jorge M: Is there anything else I can do to assist you?
Customer: the tracking number you gave me states it was sent on Dec. 5, 2007.
Customer: However, the order number I gave you is what I placed yesterday.
Customer: It does not make sense.
Customer: The track number you gave me was for a damage shirt, which I did receive on Dec. 6th.
Jorge M: I'm sorry but the order number is 541389 and it should of been e-mail to you.
Customer: what about the order number I gave you?
Customer: The person I spoke with was named "jason" yesterday.
Jorge M: I apologize but I do not have any information with that number you have given me.
Jorge M: I will have to escalate this over to head office to have resolved.
Customer: You do not see an order number 29D00CQBE for a total of \$37.98?
Jorge M: I'm sorry I do not.
Jorge M: I will forward your information and have head office contact you back .
Customer: It was sent to me yesterday at 9:27am.
Customer: I have already spoken with many people via the 877 number on your site.
Customer: I guess I will try to call the 877 number again.
Jorge M: Once the issue has been resolved they will contact you.
Customer: However it has been almost a month now. All I wanted was to order one t-shirt.