
Your order is ready to ship

7 messages

Request <request@alterknitnewyork.com>

Tue, Sep 29, 2020 at 2:30 PM

To: Lauren Midlam <lauren.midlam@gmail.com>

Lauren

Your repairs have been completed and the order is being readied to ship back to you.

In the meantime we will need you to do the following:

1. We have proof that you have written defamatory and untruthful content on social media in order to harm our company's good name.

We are putting you on notice that you have 48 hrs to remove all such content and permanently refrain from any and all such further posts.

2. We are also aware of the 10 plus shipments you sent, filled with trash further proof of your harassing behavior.

You are now responsible for paying for these fraudulent shipments and you will need to provide us a valid credit card number to clear your account.

We advise you to take this seriously before we refer this matter to our attorneys.

We look forward to you resolving the above in a speedy manner. Please call us at the number below.

Miriam

AlterKnit NewYork
212 473 6363

Lauren Midlam <lauren.anderson35@gmail.com>

Tue, Sep 29, 2020 at 2:59 PM

Reply-To: lauren.midlam@gmail.com

To: Request <request@alterknitnewyork.com>

This is great news! After 9 months of calling, leaving voicemails that were never returned, and sending countless emails also never returned, requesting your company to return my merchandise I am glad you are responding to my written pleas sent via mail to please return my unrepaired merchandise and refund the \$400 I paid to you for the service to have my items repaired. Also, note the first letter I sent back in August included a pre-paid postage label for you to kindly return my merchandise at my cost.

Thank you! I will gladly remove my sm posts once my items are either returned repaired as paid for, or returned unrepaired with a refund of the \$400 paid.

I look forward to receiving my merchandise.

Thank you,
Lauren

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Thank you!
Lauren

Request <request@alterknitnewyork.com>

Tue, Sep 29, 2020 at 3:28 PM

To: Lauren Midlam <lauren.midlam@gmail.com>, Lauren Midlam <lauren.anderson35@gmail.com>

Lauren

Your order has been completed as written below. We do not offer refunds as part of our terms of service.

Our shipping portal works on an honor system in order to make it easier for our customers to ship their items to us.

The labels you triggered are pre-paid and pre-addressed through our account. It is not a free service. All customers pay for shipping.

You created 10 plus at @12.50 for the trash filled boxes and packs and as a result you have a balance due.

We cannot release your order without that being paid.

Lastly, your posts have been up for quite some time with each day causing harm to the company and our good name.

They need to be removed immediately and for you to cease and desist from any further postings.

Once you resolve these your order will ship.

Thank you

[Quoted text hidden]

Lauren Midlam <lauren.anderson35@gmail.com>

Tue, Sep 29, 2020 at 5:12 PM

Reply-To: lauren.midlam@gmail.com

To: Request <request@alterknitnewyork.com>

I paid \$400 for a service that you have not delivered. I was asking for a refund if you have not repaired my items as I paid for. It sounds like you have made the repairs, so no refund is needed. Please just return my merchandise.

I have been patient and persistent with contacting you for almost 10 months with no response from you until now. As far as I am concerned **you have committed fraud and theft**. I have filed reports against you with the Better Business Bureau and the police regarding your fraud. As have countless others. And as I am sure you are aware, others have come together to file a class action suit against your company. You have many consumers that are in my same situation. We paid for a service, and you have engaged in fraudulent behavior.

The fact that you are now threatening to not return my merchandise unless I take down accurate reviews of your company furthers my claim against you. I have a right to let other consumers know you are operating a fraudulent business. **I will however remove my posts stating you are operating a fraudulent company once you return my items.**

It is fitting that you call my pre-paid shipping labels, and letters pleading with you to return my merchandise as 'trash'. This was a last ditch effort I made in good faith to get you to respond and return my merchandise. I will not pay for the shipping service.

Please return my merchandise.

Thank you,
Lauren

[Quoted text hidden]

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Thank you!
Lauren

Lauren Midlam <lauren.anderson35@gmail.com>
Reply-To: lauren.midlam@gmail.com
To: Request <request@alterknitnewyork.com>

Wed, Sep 30, 2020 at 2:08 PM

Miriam,

What have you decided to do? Will you have decency and return my 5 items?

Please advise.

Thank you,
Lauren

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Thank you!
Lauren

Request <request@alterknitnewyork.com>
To: Lauren Midlam <lauren.midlam@gmail.com>

Wed, Sep 30, 2020 at 3:22 PM

We want nothing more than to send your items back to you.

It our pleasure to serve all our customers.

As we said your order is ready to ship; you have been advised in two previous emails what you need to do.

Otherwise you will deal with our attorney.

[Quoted text hidden]

Lauren Midlam <lauren.anderson35@gmail.com>
Reply-To: lauren.midlam@gmail.com
To: Request <request@alterknitnewyork.com>
Cc: Lauren Midlam <lauren.midlam@gmail.com>

Wed, Sep 30, 2020 at 4:35 PM

Miriam,

Then send them back. Honor your word. I will take down my posts once my items are returned to me. The law is clear, at this time you have committed fraud and theft.

You promised my items would be returned in 4 - 6 weeks. And I paid in full. It has been over 45 weeks!! Further, you haven't even so much as returned my frantic pleas via phone and email to return my items until now - 10 months later and after I posted accurate reviews of your fraudulent company.

At this point, you are responsible to refund the \$400 I paid to you for services not rendered, \$3000 for the St. John Couture Cashmere sweater, \$300 for the Ralph Lauren sweater, \$700 for the camel hair coat, \$1000 for the Burberry kilt, and \$90 for the William Sonoma pillow. YOU OWE ME \$5490.

You are not trustworthy, even if I gave you additional money, your actions indicate you will just keep the money and not return my items again. How do I know you even have my merchandise? Buyer beware. Fool me once but never again.

Please have your lawyer contact me. Or better yet, what is their name and contact? I will call them myself.

I can be reached at 6105091332.

Thank you,
Lauren

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Thank you!
Lauren