



Brian Hayden <acidfast22@gmail.com>

Package

14 messages

Brian Hayden <acidfast22@gmail.com>

Sat, Oct 14, 2017 at 8:56 AM

To: "support@vibrantthreadsstore.com" <support@vibrantthreadsstore.com>

To whom it may concern:

I have received an email with a link to an information page at your site regarding my recent purchase of a jacket from your store. The information page stated that the package could not be delivered by the USPS and listed a tracking number with which to contact the USPS regarding arrangements to have my package delivered. However, the USPS does not recognize the tracking number as a valid one.

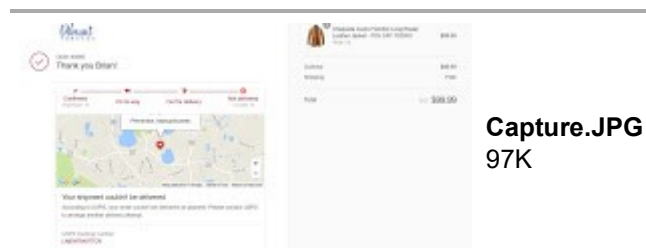
I have included a screen shot of the information page which includes the tracking number.

Can we get to the bottom of this, please? The post office is a very short walk from my home and I would be happy to pick the package up there, if possible.

Thank you,

Brian Hayden

Sent from [Mail](#) for Windows 10



Cody Emsky <support@vibrantthreadsstore.com>

Sat, Oct 14, 2017 at 1:44 PM

To: Brian Hayden <acidfast22@gmail.com>

Hi Brian!

Thank you for contacting us and we're sorry to hear about this.

As per checking, your order has been shipped out and is on its way to you.

There are instances that tracking sites are not yet updated on a timely manner once the product has been shipped out.

You may directly provide the tracking number given to you to your direct local post office.

Once you're able to receive your package, please don't hesitate to tell us so that we'll know that you're all set!

Please refer to the link below regarding our standard shipping process:

<https://vibrantthreadsstore.com/pages/faqs>

Appreciate your patience.

If you need further assistance, please let us know.

Thank you!

Best Regards,
Mitch

----- On Sat, 14 Oct 2017 05:56:44 -0700 **Brian Hayden** <acidfast22@gmail.com> wrote -----
[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: Cody Emsky <support@vibrantthreadsstore.com>

Sun, Oct 15, 2017 at 4:38 PM

OK, I'm not sure I understand. Has the package been re-sent? Because if so, don't you expect the same problem to happen again? If not, are you just reporting on the original shipment? Because it was definitely reported as being:

Your shipment couldn't be delivered

According to USPS, your order couldn't be delivered as planned. Please contact USPS to arrange another delivery attempt

It still has the same status and the USPS still does not recognize the tracking number.

Please advise.

Brian Hayden
[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: Cody Emsky <support@vibrantthreadsstore.com>

Tue, Oct 17, 2017 at 12:40 AM

I still don't have an answer on this and still have no jacket and the USPS still does not recognize the tracking number.

If I don't receive an answer on this very soon, I will need my money back.

[Quoted text hidden]

Cody Emsky <support@vibrantthreadsstore.com>
To: Brian Hayden <acidfast22@gmail.com>

Tue, Oct 17, 2017 at 1:54 PM

Hi Brian!

Thank you for contacting us and we're sorry to hear about this.

As per checking, your order has been shipped out and is on its way to you.

There are instances that tracking sites are not yet updated on a timely manner once the product has been shipped out.

You may directly provide the tracking number given to you to your direct local post office.

Rest assured once the tracking site has been updated you will be able to see the latest information about your order.

Don't worry your order has been already shipped out and on its way to you.

Once you're able to receive your package, please don't hesitate to tell us so that we'll know that you're all set!

Please refer to the link below regarding our standard shipping process:

<https://vibrantthreadsstore.com/pages/faqs>

Appreciate your patience.

If you need further assistance, please let us know.

Thank you!

Best Regards,
Mitch

----- On Mon, 16 Oct 2017 21:40:00 -0700 **Brian Hayden** <acidfast22@gmail.com> wrote -----

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: Cody Emsky <support@vibrantthreadsstore.com>

Tue, Oct 17, 2017 at 4:36 PM

You still have not answered my question

It was undeliverable - was it returned to you and then re-sent from you????

It sounds like you are simply reporting on the original shipment

Sent from my iPhone

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: Cody Emsky <support@vibrantthreadsstore.com>

Tue, Oct 17, 2017 at 7:19 PM

Someone needs to answer my question or you will be answering my lawyer.

[Quoted text hidden]

Cody Emsky <support@vibrantthreadsstore.com>

Wed, Oct 18, 2017 at 12:41 PM

To: Brian Hayden <acidfast22@gmail.com>

Hi Brian!

Thank you for contacting us and we truly apologize for the inconvenience.

Upon reviewing the original order has been shipped and indeed it shows that it was not delivered successfully.

We will verify from our back end if the the item has been sent back to us so that we can process a reshipment.

Please give us within 72 business hours to work on this case.

Appreciate your patience.

Thank you!

Best Regards,
Mitch

---- On Tue, 17 Oct 2017 16:19:11 -0700 **Brian Hayden** <acidfast22@gmail.com> wrote ----

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>

Wed, Oct 18, 2017 at 3:12 PM

To: Cody Emsky <support@vibrantthreadsstore.com>

Great - I look forward to your solution.

If it helps any, I checked with the USPS and the "undeliverable" package never made it to my towns main post office.

Sent from my iPhone

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>

Mon, Oct 23, 2017 at 11:05 AM

To: Cody Emsky <support@vibrantthreadsstore.com>

I'm still waiting on a response

Sent from my iPhone

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>

Mon, Oct 23, 2017 at 6:59 PM

To: Cody Emsky <support@vibrantthreadsstore.com>

I don't know why you are not responding but I am going to need that money back.

Do I have to have my lawyer get involved?

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: Cody Emsky <support@vibrantthreadsstore.com>

Tue, Oct 24, 2017 at 7:43 AM

OK, well the tracking at USPS seems to be working now - I will be monitoring the package.

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Cody Emsky <support@vibrantthreadsstore.com>
To: Brian Hayden <acidfast22@gmail.com>

Tue, Oct 24, 2017 at 11:49 AM

Hi Brian,

Thank you for contacting us.

We're glad to know that it's already in progress because we assure you that your order has been shipped out already.

Once you have received the package, please let us know so that we'll be notified that you're all set.

Thank you!

Best Regards,
Mitch

----- On Tue, 24 Oct 2017 04:43:13 -0700 **Brian Hayden** <acidfast22@gmail.com> wrote -----

[Quoted text hidden]

Brian Hayden <acidfast22@gmail.com>
To: "support@vibrantthreadsstore.com" <support@vibrantthreadsstore.com>

Fri, Nov 3, 2017 at 6:04 AM

So here we are again - no word for weeks - you have 100\$ of my money and I have no jacket. You will refund my money or I will receive a jacket by Monday, Nov 6 2017, or you will hear from my lawyer.

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