

**ZHAOYING FENG:** cannot use the promotion

**Oscar:** Welcome to Saks Fifth Avenue, my name is Oscar.

**ZHAOYING FENG:** Hello this is Zhaoying

**ZHAOYING FENG:** I cannot use the promotion shopsf

**Oscar:** I'm really sorry to hear that your promotional code is not working but, I will be glad to help you.

**Oscar:** What error message are you getting?

**ZHAOYING FENG:** it says I already used it

**ZHAOYING FENG:** but I canceled the previous order

**Oscar:** May I have your email address?

**ZHAOYING FENG:** Because I selected the wrong items

**Oscar:** May I have your canceled order?

**ZHAOYING FENG:** 109071970

**Oscar:** Thank you.

**ZHAOYING FENG:** 845700209@qq.com

**Oscar:** Thank you.

**Oscar:** I can place your order via chat and apply your promo code.

**ZHAOYING FENG:** Okay

**ZHAOYING FENG:** Can I apply gift card on it?

**Oscar:** You have 8 items under your account, is that your order?

**ZHAOYING FENG:** I also have some problem on gif cards.

**ZHAOYING FENG:** Yes

**ZHAOYING FENG:** it automatically takes my highest value gift card

**ZHAOYING FENG:** But I want to used up the other gift cards first.

**Oscar:** May I have all the gift cards that you want to use?

**ZHAOYING FENG:** Sure

**ZHAOYING FENG:** Can I also add the FREESHIP promotion?

**Oscar:** Sure no problem.

**ZHAOYING FENG:** Sorry, I cannot do it via this way, I have to purchase it by myself.

otherwise, I'll loose the rewards point from the other website

**ZHAOYING FENG:** I probably need to create another account

**Oscar:** Place the order without the code, provide us the order number and we will refund your discount.

**ZHAOYING FENG:** Ok,I'm going to use a gift card, will the refund goes back to my gift card?

**Oscar:** If the full amount is paid with a gift card the refund will be processed through a new gift card.

**ZHAOYING FENG:** I cannot make it charge my \$50 gift card first

**ZHAOYING FENG:** it charges \$300 first

**ZHAOYING FENG:** But \$50 gonna expire really soon

**ZHAOYING FENG:** Do you know a good way to avoid it?

**Oscar:** I am sorry but if one of your cards covers the entire purchase only that gift card will be charged.

**Oscar:** I have not heard from you in a while. If you need further assistance, please let me know. I will continue to stand by.

**ZHAOYING FENG:** I'm making the purchase now

**ZHAOYING FENG:** One item in my cart sold out

**ZHAOYING FENG:** so has to change to something else

**Oscar:** You can provide us your order number when you have it.

**ZHAOYING FENG:** 109075903

**ZHAOYING FENG:** This is the new order number

**Oscar:** Very good, I will apply your promo code and after gets processed you will get a new gift card in 2-3 weeks.

**ZHAOYING FENG:** Thank you, will it send to my email?

**ZHAOYING FENG:** Just making sure it's a \$100 gift card right?

**Oscar:** You are right, it will be \$100.00.

**Oscar:** This transaction does not generate an email but your order has been documented with our conversation.

**Oscar:** You can check it's status anytime by providing your order number.

**ZHAOYING FENG:** Okay, thank you for your help