

From: [Josie Fouts](#)
To: [\[redacted\]](#)
Subject: [Orucase] Re: FW: Your return label from Orucase, Order # 16292
Date: Wednesday, April 13, 2022 6:19:32 PM
Attachments: [Screen Shot 2022-04-13 at 2.51.58 PM.png](#)

##- Please type your reply above this line -##

Your request (7734) has been updated. To add additional comments, reply to this email.



Josie Fouts (Orucase)

Apr 13, 2022, 3:19 PM PDT

Hi Chris,

Sorry to hear your frustration through your long winded email.

As Isaac stated, indeed we are replacing your bag. I'd like to keep the discussion on track about delivery of your new replacement travel case.

Thanks for pointing out the \$70 shipping rate as it increased since I last checked and I will adjust the invoice. Please keep in mind that we do not set the FedEx rates; both you and Orucase are dependent on their service at whatever rate they post to keep their business afloat during times of inflation.

For transparency, here are all the rates:

Amounts are shown in USD

ARRIVES ON Thu, Apr 14	DELIVERED BY 10:00 AM FedEx First Overnight®	\$597.76	▼
	DELIVERED BY 12:00 PM FedEx Priority Overnight®	\$560.01	▼
	DELIVERED BY 8:00 PM FedEx Standard Overnight®	\$540.63	▼
ARRIVES ON Fri, Apr 15	DELIVERED BY 12:00 PM FedEx 2Day® AM	\$495.47	▼
	DELIVERED BY 8:00 PM FedEx 2Day®	\$424.48	▼
ARRIVES ON Mon, Apr 18	DELIVERED BY 8:00 PM FedEx Express Saver®	\$350.45	▼
ARRIVES ON Wed, Apr 20	DELIVERED BY End of Day FedEx Home Delivery®	\$111.83	▼

Note: FedEx already picked up today so the "delivered by" dates are not accurate.

If you are unhappy with these shipping rates, there is nothing we can do at Orucase. Alternatively, if you can find a better delivery rate with a different service, feel free to send the pre-paid shipping label. Here are the dimensions of the replacement travel case:

- 40"x15"x11"
- 16 lbs

Again, if you are unhappy with all shipping rates, another option is for you to pick up the case at our warehouse in San Diego, California.

Hoping one of these shipping solutions will fit your needs. Orucase will hold a