

From: [Josie Fouts](#)
To: [ordersctk](#)
Subject: [Orucase] Re: RE: [Orucase] Re: RE: Order #16292 confirmed
Date: Wednesday, December 1, 2021 5:29:32 PM

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

Your request (6996) has been updated. To add additional comments, reply to this email.



Josie Fouts (Orucase)

Dec 1, 2021, 2:29 PM PST

Hi Chris!

No worries at all about the delay. We hope you are on track for a full recovery!

I sent you a return label in a separate email. Please let us know if you do not see it by the end of the day.

Ciao,
Josie



ordersctk

Dec 1, 2021, 1:34 PM PST

Gentlemen, I do have the original box. Issac had offered to exchange when I got back. Sorry, that was Nov 1st... but I had emergency appendectomy in England, didn't even get to cycle and many things just slipped from my todo list.

If you can send a label would be appreciated.

Thank you,
Chris

----- Original message -----

From: @gmail.com>
Date: 10/4/21 7:03 PM (GMT-05:00)
To: info@orucase.com
Subject: RE: [Orucase] Re: RE: Order [#16292](#) confirmed

Kyle, I spoke with Isaac and will work it out when I get back.

Chris

----- Original message -----

From: Kyle <info@orucase.com>
Date: 10/3/21 3:41 PM (GMT-05:00)
To:
Subject: [Orucase] Re: RE: Order [#16292](#) confirmed

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

Your request (6643) has been updated. To add additional comments, reply to this email.

Kyle (Orucase)

Oct 3, 2021, 12:41 PM PDT

Hey Chris,

Thanks for reaching out with your questions regarding that recent order and I apologize for my delayed reply here. I've been out of the office since Wednesday and didn't get a chance to see this ticket previously. You most likely received a case that was test-packed by a customer, but returned for some reason. Sorry that we didn't notice those issues with the case before sending it your way.



We have a couple options moving forward, to make this right for you. We can either exchange that case you received for a brand new one and we'll be sure to verify that product is unused and has never been packed. Or if you are willing to accept the condition of that case, we would be happy to process a partial refund on your order to make up for that issue. We would be able to refund \$50 from that purchase, if interested.

Please let me know how you'd like to proceed and once again our apologies for this situation.

Cheers,
Kyle

ordersctk

Sep 29, 2021, 6:17 PM PDT

Dear Orucase... I paid top dollar for a NEW very expensive case, and you sent me a used case. The wheel covers clearly have axel dents felt surfaces is dog or cat hairs??

That is not right at all!!

----- Original message -----

From: Orucase <info@orucase.com>

Date: 9/14/21 6:35 PM (GMT-05:00)

To: @gmail.com

Subject: Order [#16292](#) confirmed

