



Manager: Josh Kozich

Business Purpose: Benches

Is this a Credit/Return: Yes

Vendor Code: fb2663

Card Name: Firsttrust Bank

Card Unit:

Card Receipt Total: \$197.21

Card Purchase Date: Aug-22-2024

Same Expense Code Per Property?: No

Same Description Per Property?: No

Card Purchase for Only One Property: Yes

Card Allocation Method: Split Evenly

Building	Code Allocation Method	Property Cost	Property Unit#	Expense Code	Code Name	Code Desc	Expense Code Cost
Towers at Wyncote	Split Evenly	\$197.21		60123	Furniture	Outdoor Bench	\$197.21

customer@polyproducts.com customer@polyproducts.com

12/14/2015 12:44 PM

Subject: Partial Shipping Refund

Hi,

Thank you for choosing Poly Products. We are very excited to get your Poly Products order.

We are currently experiencing some problems with our FedEx shipping origin and we have found that the website is consistently charging more than we need to complete the shipment. In the case of your order (\$194958), we found there is an excess shipping amount of \$197.21.

We have refunded this amount to the account used to place the order. When we do not retain any customer banking information, our bank is able to reverse, void, or refund transactions on our behalf.

Please accept our sincere apologies for this error. We are working hand-in-hand with FedEx while they transition to their new software. This transition to help the cause of the website's shipping miscalculation. We are told there is a patch in progress, and this problem should be resolved within a few days, for any future orders.

Please let me know if you have any questions about your order or refund, or if you need anything else.

Cheers,

Adam Harris

Customer Service

Poly Products

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