

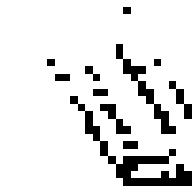
Speedy Fax App

Powered by:
speedyfaxapp.com

Visit Speedy Fax in the iOS or Google Play Store to send a
secure fax from your mobile device



Caropractor



September 7, 2023

Regarding account number ending in: 8496
Case ID: 11636448

The following is all email correspondence with the merchant, Vivid Racing.

Also, to follow are photos of the undamaged shipping box and several different photos from various angles of the damaged fender. This fender was damaged prior to being shipped to us. There is also a spot on the fender where the tabs are welded that are blown. What that means is that the tabs would not have any structural integrity. In addition to the tabs having damage there was moderate surface damage on the part as well. The surface damage could be repaired, however the damage to the tabs makes it not usable.

I have not supplied a second opinion due to the fact that this is not a workmanship issue but a damaged part that should've never been sent to us in the first place.

We have not sent the part back because the merchant has failed to provide us with paid a paid shipping label. As I have mentioned and we have told the merchant, we should have never been sent the part in the condition it is in, we will absolutely not pay to send this part back to them. We are more than happy to send it back as we have no need for it, but they will need to pay for the return shipping. The email dialogue supplied can confirm discussion in regards to returning the part as well as the length of time we tried to resolve this with the merchant prior to disputing the charge.

Please contact me with questions or if further information is needed.

Thank you,

Melinda Phillips - Owner
Caropractor Inc.
323 Airport Boulevard Suite 105
Aurora, CO 80011

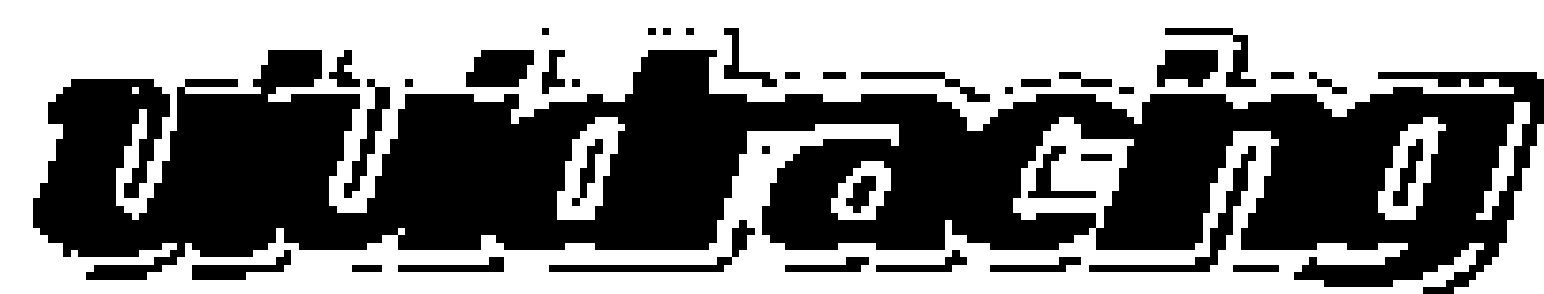
From: Vivid Racing Return Dept [<mailto:rmz@vividracing.com.zoho.com>]
Sent: Tuesday, August 1, 2023 11:16 AM
To: Mark Phillips <Estimates@caropractor.com>
Subject: [## 3738853 ##] Return request-Order #951278

Hello,

I am currently working on this return request but I was reaching out to see if you could please provide me with photos of the box this order came in so we can see if there was any damage to the box as well?

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480 966 3040 x.268 | Email: bailey@vividracing.com

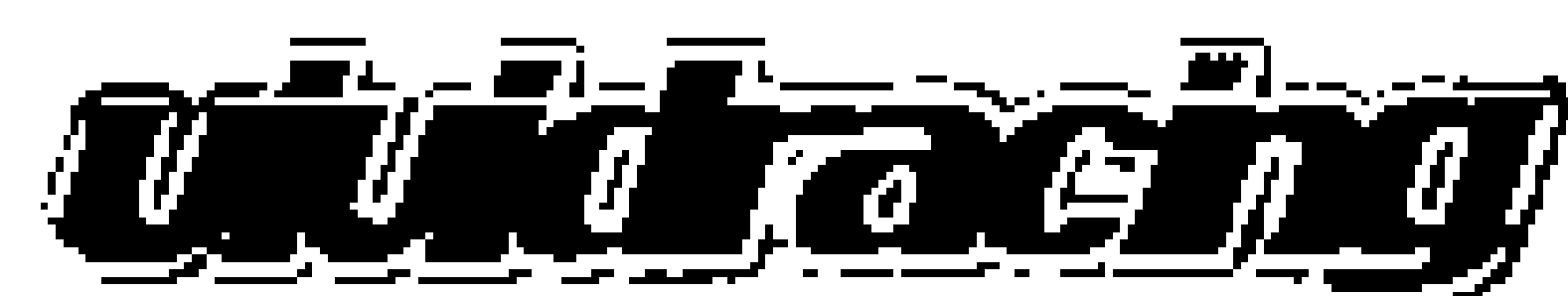
From: Vivid Racing Return Dept [mailto:rma@vividracing.com,zohosupport.com]
Sent: Wednesday, August 02, 2023 10:26 AM
To: service <service@caropractor.com>
Subject: Re:[# 3738853 #] Return request-Order #951278

Hello,

Thank you for this information. I have sent it over to the manufacturer so once they get back to me, I will let you know.

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyr@vividracing.com

----- on Tue, 01 Aug 2023 11:36:17 -0700 "service" <service@caropractor.com> wrote -----

Here are pictures of the box nothing was wrong with it just the fender. Thank you

From: Shelley Phillips [mailto:estimates@caropractor.com]
Sent: Tuesday, August 01, 2023 11:17 AM
To: 'Caropractor Inc.' <service@caropractor.com>
Subject: FW: [# 3738853 #] Return request-Order #951278

service@caropractor.com

From: Vivid Racing Return Dept [mailto:rma@vividracing.com.zohasupport.com]
Sent: Thursday, August 03, 2023 9:14 AM
To: Caropractor Service <service@caropractor.com>
Subject: Re:[#N 3738853 #N] Return request-Order #951278

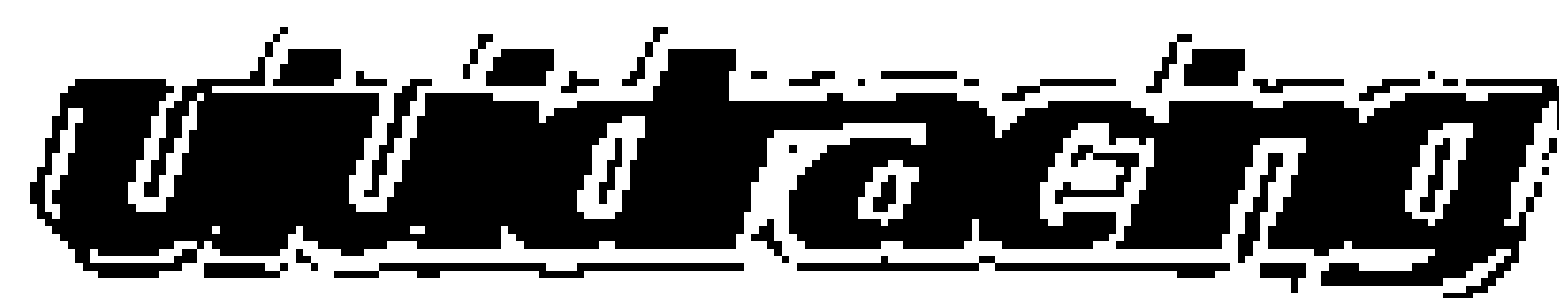
Hello,

The manufacturer got back to me and said:

"Can we request a full picture of the item. We are not able to see with photos provided. Thank you!"

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.968.3040 x.268 | Email: bailey.r@vividracing.com

— on Wed, 02 Aug 2023 09:53:34 -0700 "Caropractor Service" <service@caropractor.com> wrote —

Bailey,

Do you happen to know when you will hear from them.

Caropractor Service

From: Vivid Racing Return Dept <irma@vividracing.com zohasupport.com>
Sent: Friday, August 04, 2023 9:51 AM
To: Caropractor Service
Subject: Re:[# 3738853 #] Return request-Order #951278

Hello,

Thank you for this information. I have sent it over to the manufacturer so once they get back to me, I will let you know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966 3040 x 268 | Email: bailey@vividracing.com

— on Thu, 03 Aug 2023 08:42:38 -0700 "Caropractor Service" <service@caropractor.com> wrote —

Hello Bailey,

Tab's are messed up and all bent up and there's also a welding spot.

Willie Scott

Caropractor Inc.

323 Airport Blvd. #105

Aurora, CO 80011

O.3039053527

F.3033173131

Caropractor Service

From: Vivid Racing Return Dept <ma@vividracingcom.zohosupport.com>
Sent: Friday, August 04, 2023 2:02 PM
To: Caropractor Service
Subject: Re:[# 3738853 #] Return request-Order #951278

Hello,

I am following up on this as the manufacturer got back to me and said:

"We will file claim with carrier. Would customer be interested in a partial refund for the damages. We believe a body shop might be able to fix the issue? "

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyvr@vividracing.com

--- on Fri, 04 Aug 2023 08:50:43 -0700 Vivid Racing Return Dept<ma@vividracingcom.zohosupport.com> wrote ---
Hello,

Thank you for this information. I have sent it over to the manufacturer so once they get back to me, I will let you know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyvr@vividracing.com

--- on Thu, 03 Aug 2023 08:42:36 -0700 "Caropractor Service"<service@caropractor.com> wrote ---

Hello Bailey,

Tab's are messed up and all bent up and there's also a welding spot.

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com

480.966.3040 x.268 | Email: baileyr@vividracing.com

— on Mon, 07 Aug 2023 10:16:35 -0700 "Caropractor Service" <service@caropractor.com> wrote —

From: Vivid Racing Return Dept (<mailto:mma@vividracing.com.tothesupport.com>)

Sent: Monday, August 07, 2023 9:30 AM

To: Caropractor Service <service@caropractor.com>

Subject: Re:[# 3738853 ##] Return request-Order #951278

Hello,

Thank you for this information. I have sent it over to the manufacturer so once they get back to me, I will let you know.

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com

480.966.3040 x.268 | Email: baileyr@vividracing.com

— on Fri, 04 Aug 2023 13:56:42 -0700 "Caropractor Service" <service@caropractor.com> wrote —
Unfortunately, No we need a full refund because that fender has bad welds and is not fixable.

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Tuesday, August 08, 2023 10:00 AM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: Re: FW: [## 3738853 ##] Return request-Order #951278

Hello,

It seems the email you were sent was an automated response and can be disregarded as this claim is still open and being worked on!

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ www.vividracing.com
480.966.3040 x.268; Email, baileyr@vividracing.com

----- On Tue, 08 Aug 2023 08:52:28 -0700 Caropractor Service <service@caropractor.com> wrote --
.

I keep getting email saying I am not responding to you and going to close my return request sending it again

Willie Scott
Caropractor Inc.
323 Airport Blvd. #105
Aurora, CO 80011
O.3039053527
F.3033173131
service@caropractor.com

From: Vivid Racing Return Dept [<mailto:rmd@vividracingcom.zoho.com>]
Sent: Tuesday, August 08, 2023 9:32 AM
To: Caropractor Service <service@caropractor.com>
Subject: Re: [## 3738853 ##] Return request-Order #951278

Hello,

It looks like your last reply was blank, can you please re-send it?

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Wednesday, August 09, 2023 10:21 AM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 3738853 ##] Return request-Order #951278

Hello,

~~RECEIVED the return info but, I am currently asking for them to provide the return label as well. Once this is done and has been approved by our returns manager, the info will be sent to you via email.~~

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyr@vividracing.com

----- On Wed, 09 Aug 2023 07:26:31 -0700 Caropractor Service <service@caropractor.com> wrote -----

Hello Bailey,

Have you heard anything from the manufacturer?

From: Bailey Richards [<mailto:baileyr@vividracing.com>]
Sent: Tuesday, August 08, 2023 10:00 AM
To: Caropractor Service <service@caropractor.com>
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: Re: FW: [## 3738853 ##] Return request-Order #951278

Hello,

It seems the email you were sent was an automated response and can be disregarded as this claim is still open and being worked on!

Bailey Richards

Product Returns Agent

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Friday, August 11, 2023 11:07 AM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 3738853 ##] Return request-Order #951278

Hello,

~~Caropractor Service is not providing a full refund but as far as the return shipping cost~~ I will need to ask my manager about this. Once I have more info on that, I will let you know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyr@vividracing.com

----- On Thu, 10 Aug 2023 15:08:07 -0700 Caropractor Service <service@caropractor.com> wrote --

Hello Bailey,

I need to know if we are getting the full refund plus the freight cost. Thank you

From: Bailey Richards [<mailto:baileyr@vividracing.com>]
Sent: Wednesday, August 09, 2023 10:21 AM
To: Caropractor Service <service@caropractor.com>
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 3738853 ##] Return request-Order #951278

Hello,

I have received the return info but I am currently asking for them to provide the return label as well. Once this is done and has been approved by our returns manager, the info will be sent to you via email.

Bailey Richards
Product Returns Agent

Caropractor Service

From: Shelley Phillips <estimates@caropractor.com>
Sent: Friday, August 11, 2023 1:34 PM
To: 'Caropractor Inc.'
Subject: FW: Vivid Racing Order 951278 Return Request

From: Vivid Racing Returns Dept [mailto:rma@vividracing.com]
Sent: Friday, August 11, 2023 12:01 PM
To: estimates@caropractor.com
Subject: Vivid Racing Order 951278 Return Request

Hello Mark Phillips

Thank you for being a Vivid Racing customer!

~~Your~~ **Your** return request has been approved; please see the details below regarding your RMA information and instructions

Please put your ~~RMA Number 2398~~ **RMA Number 2398** inside the package and be sure not to damage or mark the packaging with this information, please also note the RMA number on the Return Address below as shown.

Return Address:
Vivid Racing RMA: 2398
Viczex com - Returns
201 North Street
Muskogee OK 74403
562-585-3803

~~Amount to be refunded: \$ 840.00~~

~~Restocking fee (if applicable): No, 0.00~~

~~Shipping Refund (VR Store Error Only): \$ 199.00~~

Vivid Racing will work to process your refund as quickly as possible. All returns must be received in **NEW** condition unless otherwise specified in writing before sending your items back. Failure to do so will result in a refusal of your return and refund.

Please be aware your items must be received and inspected which can take about one week after the items are delivered.

Please Note: To prevent delays in checking in your RMA, please reply to this email with return tracking information.

If you have any questions or concerns regarding your return please reach out to the representative assisting with your return or email us at: returns@vividracing.com

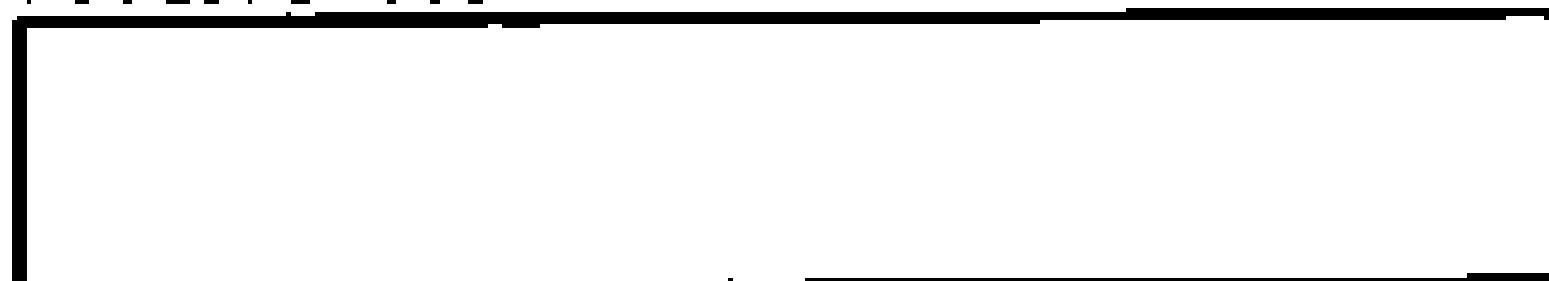
Please be aware of our return policies available here:
<https://www.vividracing.com/shippingreturns-i-27.html>

Terms and Conditions are also available here
<https://www.vividracing.com/termsconditions+-6.html>

If you need anything else please let us know, we are always happy to help.

Sincerely,

Returns Team



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 | Email: [Returns@vividracing.com](mailto>Returns@vividracing.com)
Monday - Friday 8am to 5pm MST

Note: If you feel you have received this email in error or there is a issue with your order please contact us back by replying to this email or calling our office at 1-480-966-3040 Monday to Friday 8am - 5pm MST to further assist you.

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Monday, August 14, 2023 11:38 AM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 373853 ##] Return request-Order #951278

Hello,

I will ask my manager about the return label so once I have more info, I will let you know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.968.3040 x 268 | Email: baileyr@vividracing.com

----- On Fri, 11 Aug 2023 14:56:42 -0700 Caropractor Service <service@caropractor.com> wrote -----

Hello Bailey,

I just received information from the return department. Few questions there is not return shipping label just say to put RMA number on pack and return to address?

From: Bailey Richards [<mailto:baileyr@vividracing.com>]
Sent: Friday, August 11, 2023 11:07 AM
To: Caropractor Service <service@caropractor.com>
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 373853 ##] Return request-Order #951278

Hello,

The return will be for a full refund but as far as the return shipping cost, I will need to ask my manager about this. Once I have more info on that, I will let you know.

Bailey Richards
Product Returns Agent

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Wednesday, August 16, 2023 10:24 AM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 3738853 ##] Return request-Order #951278

Hello,

~~Sorry for the delay, I have not been able to find out what happened yet but I am looking up today and I will let you know as soon as I do.~~

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.866.3040 x.268 | Email baileyr@vividracing.com

----- On Wed, 16 Aug 2023 08:45:53 -0700 Caropractor Service <service@caropractor.com> wrote -----

Hello Bailey,

~~Have you heard anything yet?~~

From: Bailey Richards [mailto:baileyr@vividracing.com]
Sent: Monday, August 14, 2023 11:38 AM
To: Caropractor Service <service@caropractor.com>
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: FW: [## 3738853 ##] Return request-Order #951278

Hello,

I will ask my manager about the return label so once I have more info, I will let you know.

Bailey Richards

Product Returns Agent

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Thursday, August 17, 2023 2:06 PM
To: Caropractor Service
Cc: alexg; andrewm; alexg@vividracing.com; andrewm@vividracing.com
Subject: RE: Fw: [## 3738853 ##] Return request-Order #951278

Hello,

~~I am~~ following up on this as it looks like the manufacturer informed us that they cannot provide a return label as they would need to wait for the outcome of the claim first. If you have any further questions, please let us know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyr@vividracing.com

----- On Wed, 16 Aug 2023 09:24:00 -0700 Bailey Richards <baileyr@vividracing.com> wrote -----

Hello,

I apologize for the delay. I have not received an answer yet but I will follow up today and I will let you know as soon as I do.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: baileyr@vividracing.com

Caropractor Service

From: Bailey Richards <baileyr@vividracing.com>
Sent: Thursday, August 17, 2023 4:05 PM
To: Caropractor Service
Cc: alexg@vividracing.com; andrewm@vividracing.com
Subject: Re: FW: Vivid Racing Order 951278 Return Request

Hello,

This is the return merchandise authorization email. If you have any further questions, please let us know.

Bailey Richards
Product Returns Agent



Vivid Racing, Gilbert, AZ www.vividracing.com
480.966.3040 x 268 | Email baleyr@vividracing.com

----- On Thu, 17 Aug 2023 14:09:37 -0700 Caropractor Service <service@caropractor.com> wrote -----

Well isn't this a refund for it.

From: Shelley Phillips [<mailto:estimates@caropractor.com>]
Sent: Friday, August 11, 2023 1:34 PM
To: 'Caropractor Inc.' <service@caropractor.com>
Subject: FW: Vivid Racing Order 951278 Return Request

From: Vivid Racing Returns Dept [<mailto:mrz@vividracing.com>]
Sent: Friday, August 11, 2023 12:01 PM
To: estimates@caropractor.com
Subject: Vivid Racing Order 951278 Return Request

Hello Mark Phillips

Caropractor Service

From: Vivid Racing Return Dept. <rma@vividracing.com.zohosupport.com>
Sent: Friday, August 25, 2023 10:21 AM
To: Caropractor Service
Subject: Re:[*# 3738853 *#] Return request-Order #951278

Hello,

When it comes to returns, customers are responsible for providing the return label. Please note we cannot refund a return until the parts have been returned. If you have any further questions, please let us know.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480 966 3040 x 268 | Email bailey@vividracing.com

— on Thu, 24 Aug 2023 09:59:36 -0700 "Caropractor Service" <service@caropractor.com> wrote —

Hello,

I was send this email about a RMA that I have copied below. I have been trying to get a return label I have not received anything to return it to. Also I need to know when the refund will be added back to the card.

Hello, Hello Mark Phillips

Thank you for being a Vivid Racing customer!

Your return request has been approved, please see the details below regarding your RMA information and instructions

Please put your RMA Number 2398 inside the package and be sure not to damage or mark the packaging with this information. please also note the RMA number on the Return Address below as shown

Return Address
Vivid Racing RMA: 2398
Vicz.com - Returns
201 North Street
Muskogee OK 74403
562-565-3803

Amount to be refunded: \$ 648.00

Restocking fee (if applicable): No

Shipping Refund (VR Store Error Only) \$ 199.00

Vivid Racing will work to process your refund as quickly as possible. All returns must be received in NEW condition unless otherwise specified in writing before sending your items back. Failure to do so will result in a refusal of your return and refund.

Please be aware your items must be received and inspected which can take about one week after the items are delivered

Please Note: To prevent delays in checking in your RMA, please reply to this email with return tracking information

If you have any questions or concerns regarding your return please reach out to the representative assisting with your return or email us at returns@vividracing.com

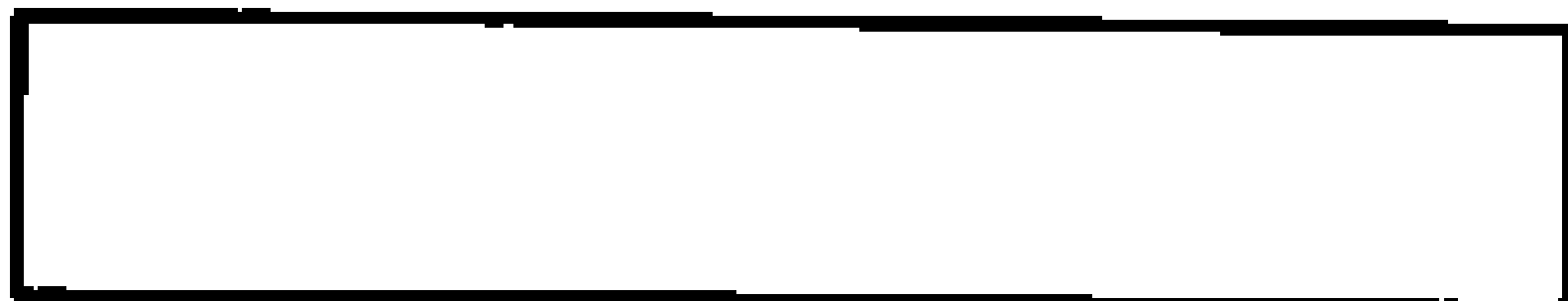
Please be aware of our return policies available here:
<https://www.vividracing.com/shippingreturns-+27.html>

Terms and Conditions are also available here:
<https://www.vividracing.com/termsconditions-+6.html>

If you need anything else please let us know, we are always happy to help.

Sincerely,

Returns Team



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 | Email: [Returns@vividracing.com](mailto>Returns@vividracing.com)
Monday - Friday 8am to 5pm MST

Note: If you feel you have received this email in error or there is a issue with your order, please contact us back by replying to this email or calling our office at 1 480 966 3040 Monday to Friday 8am - 5pm MST to further assist you

From: Vivid Racing Return Dept [<mailto:rma@vividracingcom.zohosupport.com>]
Sent: Monday, August 21, 2023 9:14 AM
To: Caropractor Service <service@caropractor.com>
Subject: Re:[## 3738853 ##] Return request-Order #951278

Hello,

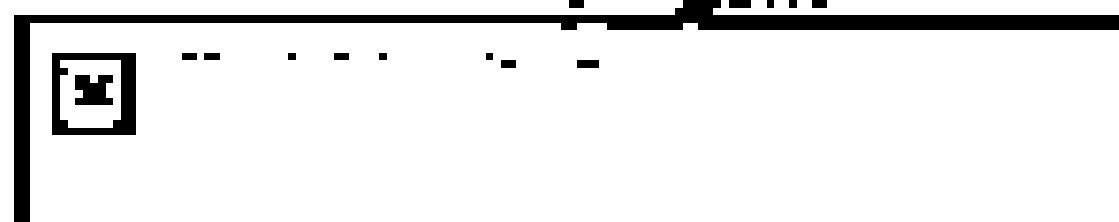
We are following up with you regarding your return as we are approaching the 30 day return window.

This return will auto-close on : Date 09/11/23

Kindly send us the tracking number once you have it.

Thank you,

Audrey Anderson
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 ext 302 | Email: audrey@vividracing.com

— On Tue, 8 Aug 2023 23:31:36 +0800 Vivid Racing Return Dept<rma@vividracing.com,salesupport.com> wrote —

Hello,

It looks like your last reply was blank, can you please re-send it?

Bailey Richards

Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x 265 | Email: bailey@vividracing.com

Wille Scott

Caropractor Inc.

323 Airport Blvd. #105

Aurora, CO 80011

O.3039053527

F.3033173131

service@caropractor.com

From: Caropractor Service [<mailto:Service@caropractor.com>]

Sent: Monday, August 28, 2023 8:44 AM

To: 'rma@vividracing.com' <rma@vividracing.com>

Subject: FW: [## 3738853 ##] Return request-Order #951278

From: Caropractor Service [<mailto:Service@caropractor.com>]

Sent: Friday, August 25, 2023 10:30 AM

To: 'rma@vividracingcom.zohosupport.com' <rma@vividracingcom.zohosupport.com>

Subject: RE: [## 3738853 ##] Return request-Order #951278

~~As a company we are an inferior part. We will not be paying to return this defective part today. We are~~
~~glad to send the part back to you with shipping pre-paid. If this is not rectified today we will be disputing~~
~~the charge with our credit card company.~~

Respectfully,

Caropractor Service

From: Vivid Racing Return Dept <ma@vividracing.com.zohosupport.com>
Sent: Tuesday, August 29, 2023 11:50 AM
To: Caropractor Service
Subject: Re:[# 3738853 #] Return request-Order #951278

Hello,

I spoke to the manufacturer in regards to this and let them know you would be holding onto the part until the shipping claim is complete since shipping cost is not being covered by them. They agreed on this so our customer service department will keep you updated on the claims progress.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x.268 | Email: bailey@vividracing.com

— on Tue, 29 Aug 2023 09:15:41 -0700 "Caropractor Service" <service@caropractor.com> wrote —

I have been in communication but we are not paying a return shipping for an damage part you send..

Wille Scott

Caropractor Inc.

323 Airport Blvd. #105

Aurora, CO 80011

O.3039053527

F.3033173131

Caropractor Service

From: Vivid Racing Return Dept <rma@vividracing.com.zohosupport.com>
Sent: Thursday, August 31, 2023 9:28 AM
To: Caropractor Service
Subject: Re[## 3738853 ##] Return request-Order #951278

Hello,

We are currently working on a shipping claim as this was damaged during shipment. The manufacturer was going to have it returned while they do the claim but since they are not covering shipping cost, you are able to hold onto the part until the claim has been resolved.

Bailey Richards
Product Returns Agent



Vivid Racing | Gilbert, AZ | www.vividracing.com
480.966.3040 x 268 | Email: baileyr@vividracing.com

— on Wed, 30 Aug 2023 07:51:03 -0700 "Caropractor Service" <service@caropractor.com> wrote —

What this even mean? Are you going to pay for this return and return shipping or what. If not we will be disputing this by the end of day. Vivid racing send a damaged part and we need a return shipping label and refund before its send back.

Willie Scott

Caropractor Inc.

323 Airport Blvd. #105

Aurora, CO 80011

O.3039053527

F.3033173131

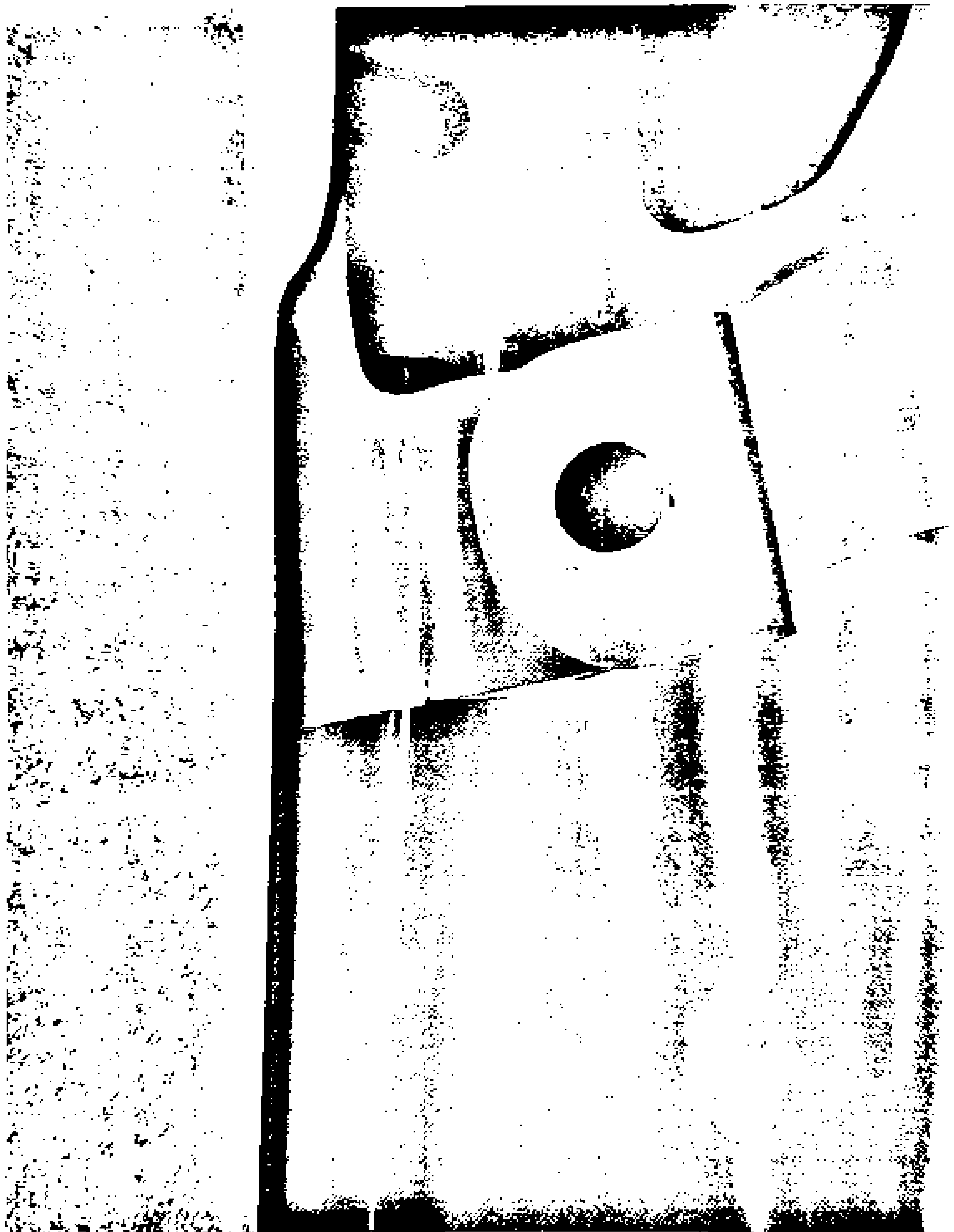
service@caropractor.com

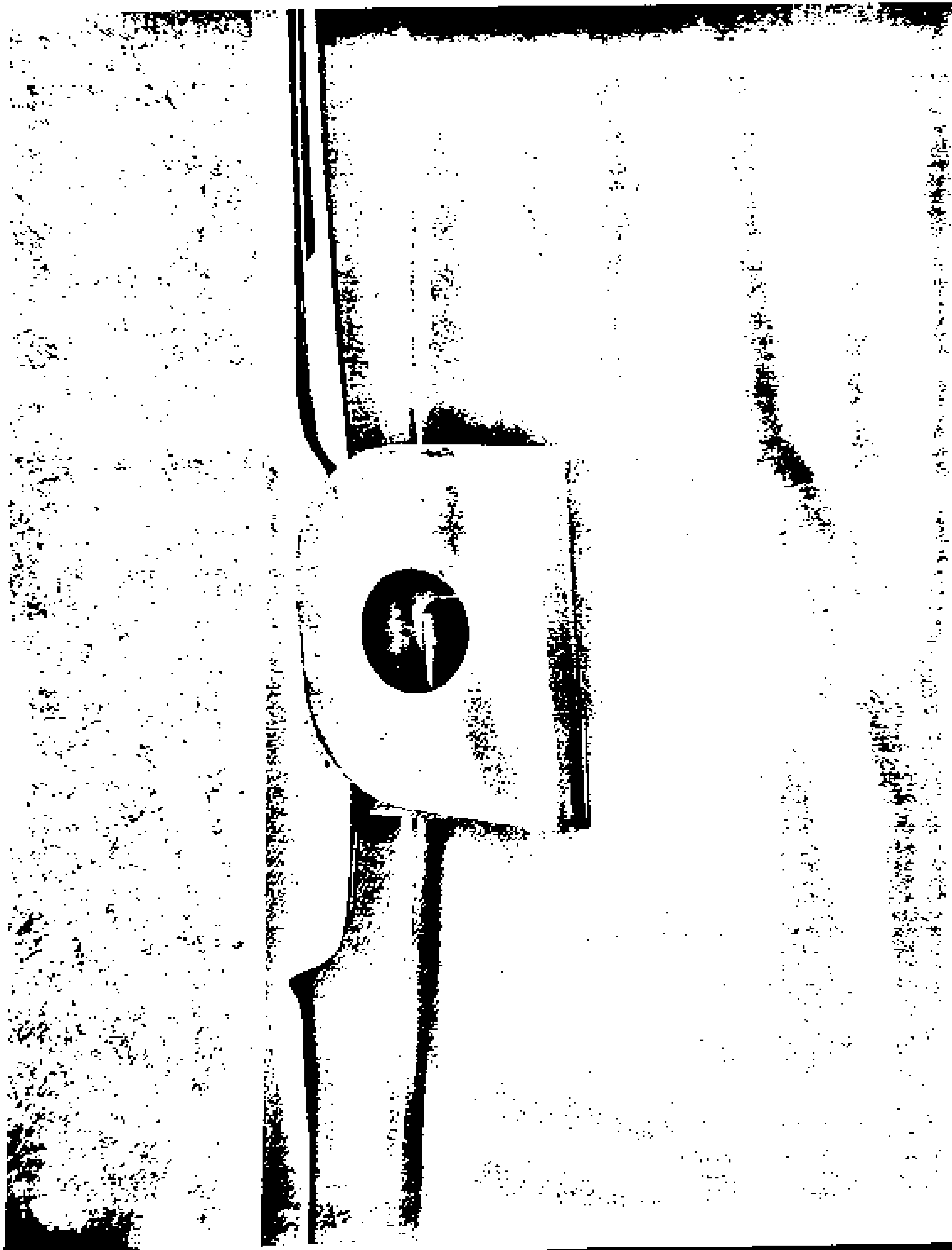
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