aria (Listening)

https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Hi there, my name is Maria. How can I help?   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: hi maria  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Hello, how can I help you?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: a friend of mine   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: bought some tshirts   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: in your webpage  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: and i look at with the tracking number in fedex webpage and appears like they leave the t-shirts in my home, but the items never arrived  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: what can i do?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: I am sorry about that, can I have a few moments to look at this order for you?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: yes  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: thanks  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Whas this for the order placed on April 16th?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: let me check the date  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Thank you.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: yes was on april 16  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: 279-2243-3696 this is the other ttracking number  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: It looks like the package with the Nike Robert Griffin Washington Redskins Youth Game Jersey - Burgundy is the only one that was not delivered.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: i have another tracking number that im still waiting also 279-2243-3696  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: can you send this two items together and how many days is going to take?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: The second item was returned to sender so I can not reship this item. You will receive a refund once the item is received by the warehouse.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Since the first item of the first order is still on its way to you it will not allow me to reship the item out to you either.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Can I have a few moments to assist you with this issue?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: and how long do you think is going to take the first item to arrive?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: ok thanks i will wait  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: One moment please.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: What I can do for the first item is refund it to you.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: and the second item? the blue t shirts?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: the first item is the red one right?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: That item will be refunded when it arrives at the warehouse.   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: ok you are going to do the refund in this case for the two items right?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: how long the refund will take?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: The refund will reflect in 2-7 business days from today. Refund total of $9.99  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: 9.99 for each t-shirt right/  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: ?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: For the one shirt on the first order.  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Nike Robert Griffin Washington Redskins Youth Game Jersey - Burgundy   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: and the second one, the blue one?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: That item will be refunded when it arrives at the warehouse.   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: ok got it  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: thanks for your help  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: Anything else that   
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_agent.png Maria: I can assist you with?  
https://nfl.custhelp.com/euf/generated/optimized/1554914900/themes/standard/images/chat_enduser_message.png sonia sarmiento: no thanks