

Re: Damaged Cats

Tuesday, June 18, 2024 4:05 PM

60570 29728	5/16/2 024	16216 9	070	Van Buren AR 070	\$ 81 8.99	\$ 81 8.99	07002 1457	2014	GMC	Yuko n	1GKS 2EEF 4ER1 30609	1	E	Conver ter	Top Line	TOP LINE EXHA UST	New	12 Month	Wally
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11-068507 is the original invoice.

From: Wally <wgutierrez@fulllineexhaust.com>
Sent: Tuesday, May 21, 2024 3:27 PM
To: Bill Kalt <bill.kalt@car-mart.com>; Tammy Dunn <tammy.dunn@car-mart.com>; Arlie Bartholomew <arlie.bartholomew@car-mart.com>; Shelby Hale <shelby.hale@car-mart.com>
Cc: Armin Horn <armin.horn@car-mart.com>; Cynthia Akin <cynthia.akin@car-mart.com>; CARMART@FULLLINEEXHAUST.COM <car-mart@fulllineexhaust.com>
Subject: Re: Damaged Cats

EXTERNAL EMAIL

BILL CAN YOU TELL ME THE PO OR PART NUMBER SO WE CAN SEND A REPLACEMENT PART THANKS

On 5/21/2024 2:47 PM, Bill Kalt wrote:
Reported as damaged, adding supplier to this thread



Shipping Tracking Products & Services The UPS Store

ⓘ The package has been reported as damaged and we will notify the shipper. View Less ^

ⓘ UPS will notify the shipper about the damage.

Your shipment
121RE5920351747605

Estimated delivery

Information not available.

- ✓ Label Created
- ✓ On the Way
- ✓ Out for Delivery

⚠ Damage Reported

[View Details](#)

Ship To

VAN BUREN, AR US

From: Tammy Dunn <tammy.dunn@car-mart.com>
Sent: Tuesday, May 21, 2024 1:40 PM
To: Bill Kalt <bill.kalt@car-mart.com>; Arlie Bartholomew <arlie.bartholomew@car-mart.com>; Shelby Hale <shelby.hale@car-mart.com>
Cc: Armin Horn <armin.horn@car-mart.com>; Cynthia Akin <cynthia.akin@car-mart.com>
Subject: Damaged Cats

I wanted to let someone know that ticket number 162169 was delivered to the shop today. The package was significantly damaged and the shop made the decision to refuse it. He was afraid that the parts were damaged and did not want to put damaged parts on a customer vehicle. I have never had this happen before so I am not sure what the procedure is on this. Just let me know if I need to do anything else and what ETA will be to get this resolved so that I can inform the customer.

Thanks

Tammy Dunn
Service Manager | America's CAR-MART, Inc.
2400 Fayetteville Road | Van Buren, AR 72956
[Tel:479-474-2151](tel:479-474-2151) Ext:1263 | tammy.dunn@car-mart.com

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Wally Gutierrez
Manager, West Palm Beach Location
Top Line Exhaust

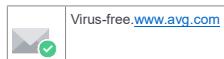


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Virus-free www.avg.com

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