



 **Johnny A:** Hello. Thank you for contacting WD®. I'll be your Customer Care Specialist for today. One moment while I look into your question.

 **William Hunt:** Ok, no problem.

 **William Hunt:** I didn't type out the full question.

 **Johnny A:** I understand that you are unable to track your RMA . Correct?

 **William Hunt:**

Correct, when I click on the tracking number (or copy and paste) the UPS screen states that "UPS could not locate the shipment details for this tracking number. Details are onl

 **William Hunt:** And it states this was shipped on 21 May on your RMA Status website.

 **Johnny A:** May i know your RMA ID?

 **William Hunt:** 88536362

 File attachment upload has started.

 The file WD Return UPS.JPG (152.48KB) was received.

 **William Hunt:** This is what I see on the UPS page.

 **Johnny A:** To track your RMA , I request you to please click on this link : <https://support-en.wd.com/app/rmastatus>

 **William Hunt:** I know how to track it, as I stated, when you click on the UPS tracking no it comes up with the picture in the attachment.

 **Johnny A:** Alright.

 **Johnny A:** Please allow me a moment to check the details.

 **William Hunt:** I just want to know why the UPS tracking doesn't even say "label created"

 **Johnny A:** It is shipped from our end.

 **Johnny A:** It takes 24-48 business hours for status to update on the UPS website

 **William Hunt:**

Then someone put the wrong tracking number or something in because it states it couldn't be found. I also reverse tracked all packages coming to my house from anywhere a

 **William Hunt:** Ok, but usually when something is given a tracking number on a Friday, it at least says label created by Monday.

 **William Hunt:** And, I've been tracking UPS packages for over 30 years so you can't tell me something I don't already know.

 **Johnny A:**

I would like to inform you that the tracking ID you have provided is correct . I request you to please wait. It takes 24-48 business hours for status to update on the UPS website.

 **William Hunt:**

Ok, welll, just like usual, I believe you guys dropped the ball and if it's not able to be tracked by Wednesday, I'll be looking into what I can do legally. I'm tired of large corporat

 You have disconnected.