houzz

Order Details

Make a comment

Order History

Refund

Initiate Return

Vendor Payment Adjustmer

Shipment Tracking

Find Order: [_____] Submit

Order #1677053237503520 (Status: Delivered)

- Type: Third-Party
- Transaction Id 5v5kp2bc
- Sold By **G*FURN** [16921351] (**Primary:** sales@gfurn.com **Customer Service:** sales@gfurn.com **Phone:** (855) 554-3876)
- Ship by: Sep 6 - Sep 8
  Shipping via UPS Ground #1Z39WY876898195224
  Shipping via Houzz Tracking
- Est. Delivery given by the carrier: **Sep 21**
- **Est. Delivery: Sep 21**
- Actual Delivery Date: **Sep 21**
- Payment Method: Credit Card

Customer Overview:

- Ordered By **Tara Koch** [kochtaral] (kochtaral@yahoo.com, **Login IP:**107.77.205.116, **Login GEO:**/US/WA)
- Lifetime orders: 6 ($1,859.96 total spend); First order: Jun 23, 2018
  Hide

Order Date	Order ID	Parent Order ID	Status	Amount	Refund Amount	Order Score	CC Last 4
2020-09-05	1677-0532-3754-1654		Shipped	$1,350.00	-	-50	0603
2020-09-05	1677-0532-3750-3520		Delivered	$217.78	-	100	0603
2020-05-02	1665-6144-3602-1432		Delivered	$40.98	-	100	
2019-03-30	1629-4639-1541-9616		Delivered	$87.95	-	0	

| 2018-09-23 | 1612-4392-1418-8121 | | | Delivered | $125.59 | - | 100 | |
| 2018-06-23 | 1604-1200-2605-6782 | | | Delivered | $37.66 | - | 100 | 3030 |

Order Details

Ship To:
Tara Koch
2870 Old Dufur Rd
THE DALLES, OR 97058
United States
+1 541-296-2065

Bill To:
Tara Koch
PO Box 576
The Dalles, OR 97058-0576
United States
+1 541-296-2065

Id	Product Code	Item Type	Item Id	Name	Unit Price	Shipping	Tax	Restocking Fee	Made to Order	Replacement Part Link
29904882	ACAPULCO-ORANGE	Product	93880687	Acapulco Indoor/Outdoor Lounge Chair, Orange	$217.78	$39.00	$0.00	0	No	Link
29904883		Shipping	1	Standard	$0.00	$0.00	$0.00			

subtotal:	$178.78
shipping:	$39.00
coupon:	$0.00
tax:	$0.00 (0%)
Total:	**$217.78**

Order Score:

Order Score : 100
Score Factors : --
Exclude this Order from Seller Score : ☐

Submit

Make a Comment:

Comment

Order History

Time	User	Comment
2020-09-21 14:48:40	Tara Koch	Order Delay Email Sent:using EPN method.
2020-09-15 12:22:15	hproduct	Order Delay Email Sent: ETA is later than expected
2020-09-15 01:45:12	hproduct	'Order Shipped' email sent:using EPN method
2020-09-09 16:37:10	sususu	'Tracking Number' email sent:using EPN method
2020-09-06 14:54:01	G*FURN	STATUS CHANGE: Order shipped, method:UPS Ground tracking:1Z39WY876898195224 track>
2020-09-06 09:11:34	G*FURN	STATUS CHANGE: Order credit card authorized
2020-09-06 09:11:27	G*FURN	STATUS CHANGE: Begin processing order
2020-09-05 20:23:19	Tara Koch	STATUS CHANGE: Order placed
2020-09-05 20:23:19	Tara Koch	request_id:27e6231b-92d9-4176-bb90-b1ecf076167b

device_id:85f600ebfbee48afab65b8d8fd9f4037
session_id:503658d4132b8e4a4bb35dd48d321eda
risk_rating:neutral
reason_code:AVS Match,PRPS,US Policy:137701612:,Greater Than 8 C S Add 1,No Negative Summary Reasons,UQ LT 4,QGT1:137701640:,GT100,GT150,GT500,GT300,300 OLW,GT 1K OLY,R or S,Input Org True IP Match,Input Country True IP Match,Input Country True IP Match:137701670:,Input City True IP Match,Yahoo,Email Older 1,Email Older 7,State Match,Address Mismatch,No Zip in Ship 2,Zip Mismatch,NN,GT 1K,LT 3K,IF:137701937:,BAddress Change,EPerT4,TP6,TP8,IPM OR,True IP Older Than 1 Day,Email Older than 12 Months,Email Older 6 Months,Email Older 3 Months,EMail Older 1 Month,Device GT 30,Device GT 7,FlashDisabled,Combo Age Test,ADDRESS CHANGE CHECK,Transaction Sum Exceeds Threshold,SL Risk Rank LT70,SL Risk Rank LT75
review_status:pass
account_email_score:0
account_email_worst_score:0
account_login_score:0
account_login_worst_score:-6
account_telephone_score:0
account_telephone_worst_score:0
agent_publickey_hash_score:0
agent_publickey_hash_worst_score:0
bb_anomaly_score:0
bb_bot_score:500.00
bb_fraud_score:500.00
browser_spoof_score:200
challenger_policy_score:80
device_score:0
device_worst_score:0
digital_id_trust_score:97.00
digital_id_trust_score_rating:very_high
digital_id_trust_score_reason_code:_ts_low_conf_score,_ts_high_entity_age_score,_ts_very_high_did_age_score,_ts_neutral_did_distance,_ts_high_graph_complex,_ts_did_link_new_acnt_addr,_ts_did_link_new_inputip,_ts_did_3_or_more_sid,_ts_did_3_or_more_eid,_ts_did_2_or_more_phone,_ts_did_2_or_more_acnt_addr,_ts_did_2_or_more_ship_addr,_ts_did_3_or_more_trueip,_ts_did_2_or_more_inputip,_ts_did_edge_detect_acnt_addr,_ts_did_edge_detect_inputip
digital_id_trust_score_summary_reason_code:_ts_did_link_new_entity,_ts_did_edge_detect_entity
dns_ip:209.216.161.45
dns_ip_attributes:_CHALLENGED,_CHALLENGE_PASSED,_FRAUD_CONF,_FRAUD_PROB,_TRUSTED_CONF,_CHALLENGE_PASSED,_FRAUD_CONF,_FRAUD_PROB,_LOGIN_FAILED,_LOGIN_PASSED
dns_ip_city:hood river
dns_ip_geo:US
dns_ip_home:no
dns_ip_isp:gorge networks inc.
dns_ip_latitude:45.56358
dns_ip_longitude:-121.66001

dns_ip_organization:gorge networks inc.
dns_ip_postal_code:97031
dns_ip_region:oregon
dns_ip_region_iso_code:or
fuzzy_device_score:0
fuzzy_device_worst_score:0
input_ip_address:209.216.191.147
input_ip_city:hood river
input_ip_first_seen:2019-12-28
input_ip_geo:US
input_ip_home:no
input_ip_isp:gorge networks inc.
input_ip_last_event:2020-09-06
input_ip_last_update:2020-09-06
input_ip_latitude:45.56358
input_ip_longitude:-121.66001
input_ip_organization:gorge networks inc.
input_ip_postal_code:97031
input_ip_region:oregon
input_ip_region_iso_code:or
input_ip_result:success
input_ip_score:0
input_ip_worst_score:0
policy_score:50
proxy_score:26.87
shipping_address_score:0
shipping_address_worst_score:0
summary_risk_score:50
true_ip:209.216.191.147
true_ip_city:hood river
true_ip_first_seen:2019-12-28
true_ip_geo:US
true_ip_home:no
true_ip_isp:gorge networks inc.
true_ip_last_event:2020-09-06
true_ip_last_update:2020-09-06
true_ip_latitude:45.56358
true_ip_longitude:-121.66001
true_ip_organization:gorge networks inc.
true_ip_organization_type:Telecommunications
true_ip_postal_code:97031
true_ip_region:oregon
true_ip_region_iso_code:or
true_ip_result:success

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true_ip_score:0
true_ip_source_port:52821
true_ip_worst_score:0
webrtc_external_ip:209.216.191.147
account_address_city:the dalles, account_address_country:us, account_address_result:not found, account_address_state:or, account_address_street1:po box 576, account_address_zip:97058-0576, account_address_zip_latitude:45.5995, account_address_zip_longitude:-121.1905, account_address_zip_normalized:97058, account_email:kochtaral@yahoo.com, account_email_attributes:CONSUMER,_WATCH, account_email_domain:yahoo.com, account_email_first_seen:2014-06-01, account_email_last_event:2020-09-06, account_email_last_update:2020-09-06, account_email_result:success, account_first_name:tara koch, account_login:kochtaral, account_login_assert_history:NEGATIVE_HISTORY, account_login_first_seen:2013-10-22, account_login_last_event:2020-09-06, account_login_last_update:2020-09-06, account_login_result:success, account_telephone:5412962065, account_telephone_first_seen:2020-07-26, account_telephone_last_event:2020-09-06, account_telephone_last_update:2020-09-06, account_telephone_result:success, account_work_phone:5412962065, agent_publickey:3059301306072a8648ce3d020106082a8648ce3d030107034200043e81d830fe76e10f6094c76890bd96431e5eb6f9fc831bf8d6443e490e0f68ecc08c9a75c8b6e198173eabee98b7231e264ffd2dbcc23d9f3732b70f20d41e2f, agent_publickey_hash:011ea84e3e80eeb701c67a98aa6552ab33024d9d, agent_publickey_hash_first_seen:2020-07-25, agent_publickey_hash_last_event:2020-09-06, agent_publickey_hash_last_update:2020-09-06, agent_publickey_hash_result:success, agent_publickey_hash_type:web:ecdsa, agent_type:browser_computer, api_call_datetime:2020-09-06 03:23:19.749, api_version:11.4.1, audio_context:cefbae478677f02fbbd973617692dbd9c6450bf5641669ebef1595ab745a2117, battery_status: {"level":1.00,"status":"charging"}, bb_anomaly_records:0, bb_assessment:275.00, browser:Chrome, browser_language:en-US,en;q=0.9, browser_spoof_reason:audio_context, browser_string:Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.83 Safari/537.36, browser_string_hash:0d7547ea912e3ce2a35572c8b9a755b1, browser_version:85, canvas_hash:acd39b4783209bdbad667514bd82b2ebf7702f8e, cc_bin_number:559061, cc_bin_number_brand:MASTERCARD, cc_bin_number_category:BUSINESS, cc_bin_number_geo:US, cc_bin_number_org:TIB - THE INDEPENDENT BANKERSBANK, cc_bin_number_type:CREDIT, challenger_policy:Default_Challenger_Policy V1, challenger_reason_code:US Policy:127340704:,No Negative Summary Reasons,UQ LT 4,QGT1:127340727:,GT100,GT150,GT500,GT300,300 OLW,GT 1K OLY,R or S,Yahoo,Email Older 1,Email Older 7,State Match,Address Mismatch,Zip Mismatch,NN,GT 1K,LT 3K,IF:127341003:,BAddress Change,EPerT4,TP6,TP8,IPM OR,True IP Older Than 1 Day,Email Older than 12 Months,Email Older 6 Months,Email Older 3 Months,EMail Older 1 Month,Device GT 30,Device GT 7,Device GT 7 Aged Email,FlashDisabled,Combo Age Test,ADDRESS CHANGE CHECK,Transaction Sum Exceeds Threshold,SL Risk Rank LT97, challenger_request_duration:7, challenger_review_status:pass, challenger_risk_rating:trusted, challenger_summary_reason_code:_, champion_request_duration:21, condition_attrib_1:0, condition_attrib_2:0, condition_attrib_3:g*furn, 808 commerce park drive, unit 46496, ogdensburg, ny, 13669 | willow bath and vanity llc, 6510 jimmy carter blvd. suite c, , norcross, ga, 30071, condition_attrib_4:0.00, condition_attrib_5:0.00, condition_attrib_6:0.00, condition_attrib_7:2013-07-04 12:47:24, condition_attrib_8: {"street":"m","postal":"m"}, cpu_clock:200000, cpu_cores:8, css_image_loaded:yes, custom_count_10:1, custom_count_5:0, custom_count_7:0, custom_count_8:23, custom_count_9:0,

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custom_match_1:efef7c3473e33fb553674418c9e97e08, custom_match_6:fb511a1709eafbfaf0f01b7cdf4f77df, custom_match_7:efef7c3473e33fb553674418c9e97e08, custom_match_8:efef7c3473e33fb553674418c9e97e08, device_first_seen:2020-07-25, device_health_reasons:webrtc_internal_mdns, device_id_confidence:100, device_last_event:2020-09-06, device_last_update:2020-09-06, device_match_result:success, device_memory:8, device_result:success, digital_id:8b409b3a7e524c6cbcd73fabda40f742, digital_id_confidence:7430, digital_id_confidence_rating:medium, digital_id_first_seen:2020-01-16, digital_id_last_event:2020-09-06, digital_id_last_update:2020-09-06, digital_id_result:success, enabled_ck:yes, enabled_fl:no, enabled_im:yes, enabled_js:yes, enhanced_headers_name_value_hash:d473911dacd23b5837ce2bee641ecbfb, event_datetime:2020-09-06 03:23:19.749, event_type:payment, fuzzy_device_first_seen:2020-07-25, fuzzy_device_id:85f600ebfbee48afab65b8d8fd9f4037, fuzzy_device_id_confidence:100.00, fuzzy_device_last_event:2020-09-06, fuzzy_device_last_update:2020-09-06, fuzzy_device_match_result:success, fuzzy_device_result:success, global_third_party_cookie:254835bdf41845dca1167daae47b738b, gpu_name:ANGLE (Intel(R) UHD Graphics Direct3D11 vs_5_0 ps_5_0), gpu_vendor:Google Inc., headers_name_value_hash:d7059d22ddcc3c2f7ecae2c3113434ed, headers_order_string_hash:2c68923941abe3100884a4388e462fc8, honeypot_fingerprint:54930c2d59e3e56e715547df911c540222045fc8, honeypot_fingerprint_check:true, honeypot_fingerprint_match:match_exact, http_os_sig_adv_mss:1448, http_os_sig_rcv_mss:606, http_os_sig_snd_mss:1440, http_os_signature:Windows NT kernel, http_referer:Bj0LgiA8Nf3o0!DEJAilNO0278OidclB, http_referer_domain:www.houzz.com, http_referer_url:https://www.houzz.com/, image_loaded:yes, js_browser:Chrome 85, js_browser_string:Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.83 Safari/537.36, js_browser_string_hash:0d7547ea912e3ce2a35572c8b9a755b1, js_os:Windows 10, local_attrib_1:16921351,54134365, local_attrib_10:687576583, local_attrib_11:1.75, local_attrib_11_first_seen:2020-04-17, local_attrib_13:acapulco indoor/outdoor lounge chair, orange|willow collections bathroom vanity with square sink and 50 mm quartz, white, 30x, local_attrib_14:efef7c3473e33fb553674418c9e97e08, local_attrib_14_first_seen:2019-04-08, local_attrib_15:efef7c3473e33fb553674418c9e97e08, local_attrib_15_first_seen:2019-04-08, local_attrib_2:23035,29473,12013,2003,23002, local_attrib_3:2, local_attrib_3_first_seen:2016-04-15, local_attrib_4:shipped, local_attrib_4_first_seen:2016-04-15, local_attrib_5:2, local_attrib_5_first_seen:2016-05-06, local_attrib_6:970582870olddufurrd, local_attrib_6_first_seen:2020-05-02, local_attrib_7:1a20c2b6347e9ed0fe6040121afd722d, local_attrib_8:0, local_attrib_8_first_seen:2019-03-05, local_attrib_9:0, local_attrib_9_first_seen:2019-03-19, math_routine:4003d1c2bec02e6cc560082ad155401fd4588141d6eaa24dc94afbd72313196a, mime_type_hash:a882abcdc77ddfdf9ea84114706b9a7a, mime_type_number:4, org_id:cpbmwr81, os:Windows, os_version:10, page_time_on:22914, plugin_hash:78f28aa6bcfbe113b7387ae0d3bdb2d4, plugin_number:3, policy:default, policy_details_api:{"policy_detail_api":[{"type":"champion","id":"0","smartlearning": {"score":"7","pvid":"1349258","smart_learning_fraud_rating":"medium","smart_learning_p_score":"0.010","smart_learning_risk_rank":"49.8","rules": [{"rid":"118537802","reason_code":"_ACC_LOGIN_GBL_AGE_GT_3MTHS","score":"2"}, {"rid":"118537806","reason_code":"_IP_LCL_AGE_GT_3MTHS","score":"5"}, {"rid":"118537810","reason_code":"_AGENT_PUBLICKEY_HASH_LCL_AGE_LT_HR","score":"1"}, {"rid":"118537816","reason_code":"po_dummy_rule","score":"1"},{"rid":"118537835","reason_code":"3_Call

Policy","score":"0","pvid":"1349257","rules":[{"rid":"118537800","reason_code":"No Negative Summary Reasons","score":"3"}]},{"rid":"118537836","reason_code":"GT100","score":"0"}, {"rid":"118537837","reason_code":"GT150","score":"0"},{"rid":"118537838","reason_code":"300 OLW","score":"-4"}, {"rid":"118537840","reason_code":"Yahoo","score":"0"},{"rid":"118537843","reason_code":"State Match","score":"4"}, {"rid":"118537844","reason_code":"Zip Mismatch","score":"-9"},{"rid":"118537846","reason_code":"GT 1K","score":"-2"},{"rid":"118537852","reason_code":"IPM OR","score":"0"},{"rid":"118537908","reason_code":"True IP Older Than 1 Day","score":"1"},{"rid":"118537910","reason_code":"Email Older than 12 Months","score":"5"}, {"rid":"118537911","reason_code":"EMail Older 1 Month","score":"4"},{"rid":"118537918","reason_code":"Device GT 30","score":"0"},{"rid":"118537925","reason_code":"FlashDisabled","score":"-1"}],"vars": [{"rid":"118537835","variable":"_sl_v62_internal_tmx_sum_score","value":"3"}]},"customer": {"score":"50","pvid":"1382063","review_status":"pass","risk_rating":"neutral","rules": [{"rid":"137701417","reason_code":"AVS Match","score":"0"},{"rid":"137701424","reason_code":"Abed Test","score":"0","pvid":"1380018"},{"rid":"137701441","reason_code":"High Level Alerts","score":"0","pvid":"1318284"},{"rid":"137701443","reason_code":"PRPS","score":"0"}, {"rid":"137701612","reason_code":"US Policy:137701612:","score":"0"},{"rid":"137701615","reason_code":"Call Policy:137701615:","score":"0","pvid":"1292639"},{"rid":"137701616","reason_code":"Call Policy:137701616:","score":"0","pvid":"1210460"},{"rid":"137701622","reason_code":"Greater Than 8 C S Add 1","score":"0"},{"rid":"137701624","reason_code":"Call Policy:137701624:","score":"0","pvid":"1296974","rules": [{"rid":"89258319","reason_code":"No Negative Summary Reasons","score":"5"}]}, {"rid":"137701638","reason_code":"UQ LT 4","score":"0"}, {"rid":"137701640","reason_code":"QGT1:137701640:","score":"0"}, {"rid":"137701645","reason_code":"GT100","score":"0"},{"rid":"137701646","reason_code":"GT150","score":"0"}, {"rid":"137701649","reason_code":"GT500","score":"0"},{"rid":"137701650","reason_code":"GT300","score":"0"}, {"rid":"137701655","reason_code":"300 OLW","score":"0"},{"rid":"137701658","reason_code":"GT 1K OLY","score":"0"},{"rid":"137701664","reason_code":"R or S","score":"0"},{"rid":"137701666","reason_code":"Call Policy:137701666:","score":"0","pvid":"1210460"},{"rid":"137701668","reason_code":"Input Org True IP Match","score":"0"},{"rid":"137701669","reason_code":"Input Country True IP Match","score":"0"}, {"rid":"137701670","reason_code":"Input Country True IP Match:137701670:","score":"0"}, {"rid":"137701671","reason_code":"Input City True IP Match","score":"0"}, {"rid":"137701716","reason_code":"Yahoo","score":"0"},{"rid":"137701790","reason_code":"Email Older 1","score":"0"}, {"rid":"137701791","reason_code":"Email Older 7","score":"0"},{"rid":"137701799","reason_code":"State Match","score":"0"},{"rid":"137701809","reason_code":"Address Mismatch","score":"-10"}, {"rid":"137701810","reason_code":"No Zip in Ship 2","score":"0"},{"rid":"137701812","reason_code":"Zip Mismatch","score":"0"},{"rid":"137701907","reason_code":"NN","score":"0"},{"rid":"137701922","reason_code":"GT 1K","score":"-10"},{"rid":"137701924","reason_code":"LT 3K","score":"0"}, {"rid":"137701937","reason_code":"IF:137701937:","score":"0"},{"rid":"137702019","reason_code":"BAddress Change","score":"0"},{"rid":"137702020","reason_code":"EPerT4","score":"0"}, {"rid":"137702085","reason_code":"TP6","score":"0"},{"rid":"137702087","reason_code":"TP8","score":"0"}, {"rid":"137702100","reason_code":"IPM OR","score":"0"},{"rid":"137702174","reason_code":"True IP Older Than 1 Day","score":"0"},{"rid":"137702211","reason_code":"Email Older than 12 Months","score":"0"}, {"rid":"137702212","reason_code":"Email Older 6 Months","score":"0"},{"rid":"137702213","reason_code":"Email Older 3 Months","score":"0"},{"rid":"137702214","reason_code":"EMail Older 1 Month","score":"0"}, {"rid":"137702291","reason_code":"Device GT 30","score":"0"},{"rid":"137702292","reason_code":"Device GT 7","score":"0"},{"rid":"137702337","reason_code":"FlashDisabled","score":"0"},

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{"rid":"48022159","variable":"historic_windows_per_email","value":"7"},

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{"rid":"48022156","variable":"recent_android_per_accountlogin","value":"0"},
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{"rid":"48022155","variable":"recent_email_per_phone","value":"1"},
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{"rid":"48022112","variable":"recent_ios_per_email","value":"0"},
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{"rid":"48022141","variable":"recent_windows_per_email","value":"4"}]]],
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profiled_domain:www.houzz.com, profiled_url:https://www.houzz.com/checkoutOrderReview,
profiling_datetime:1599362576, profiling_delta:4292, request_duration:65, request_result:success,
screen_color_depth:24, screen_res:1366x768, screen_res_zoom:1, secondary_industry:marketplace,
service_type:session-policy, session_id_query_count:1, shipping_address_city:the dalles,
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OLW,Yahoo,State Match,Zip Mismatch,GT 1K,IPM OR,True IP Older Than 1 Day,Email Older than 12 Months,EMail
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turn_os_sig_ttl:116, turn_os_signature:Windows NT kernel, ua_browser:chrome 85.0, ua_browser_alt:Chrome,
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webrtc_media_mini:111e12ead9556622,

Return Policy

We take great pride in 100% customer satisfaction. If for any reason, you're not satisfied with your purchase, we've outlined the following guidelines to help make your return a smooth and seamless experience:

If you're not satisfied with an item that you purchased on Houzz, you can initiate a return within **30 days** of delivery for a refund, as long as the item is in its original condition and packaging. Items that have been used or modified in any way may not be returned. Please see the next section if the item arrived damaged or defective; different terms may apply. To return an item, visit the **Your Orders** page, select the "Return or Replace Item" button for the appropriate order and follow the instructions. You will be responsible for the return shipping costs (even if you use a return shipping label provided by Houzz or the seller), except in instances where the item arrived damaged or defective. Note that the option to initiate a return will appear on the date of delivery and be available for 30 days. If you send the item back without a label from Houzz or the seller, we recommend insuring your return shipment and using a trackable shipping method. Refunds will not be issued for items damaged in return transit or for returns that are never received. The following items may not be returned: - Items marked as final sale or "non-returnable" on the product page or during the checkout process; - Gift cards; or - Any items shipped to Canada and sold directly by Houzz. **Cancellations** You may cancel an order within 30 minutes after placing the order by visiting the **Your Orders** page and selecting the "Cancel Order" button for the order. Note that the option to cancel will only appear for 30 minutes after you place an order. After that point, the order will be processed for delivery to you. If you would like to cancel an order after 30 minutes, you should contact Houzz Customer Support by clicking the "Contact Houzz" button on the **Your Orders** page, if the item was sold by Houzz, or click the "Request Cancel Order" button, if it was sold by a third-party seller. Please note that we cannot guarantee that your order can be canceled after 30 minutes, but we'll try our best to help.

Initiate Seller Return

Acapulco Indoor/Outdoor Lounge Chair, Orange

☐

Quantity:

1   out of 1

Reason for returning or replacing:

- Select a reason -

Submit

Refund

Mark items for refund (optional):

	Product Code	Name	Unit Price	Shipping	Tax
☐	ACAPULCO-ORANGE	Acapulco Indoor/Outdoor Lounge Chair, Orange	$217.78	$0.00	$0.00

○ No Commission   ○ Goodwill   ○ Keep Commission/Seller at Fault   ○ Sales Tax Exemption

Refund Type (Required):

- Select a type -

Comment (required):

Available   item:$217.78   tax:$0.00   shipping:$0.00   Restocking fee:$0.00

Item Amount: Tax: 0   Shipping:

Message to vendor (required):

Refund

Vendor Payment Adjustment

○ Debit from Vendor   ○ Credit to Vendor

Reason (Required):

- Select a reason -

Comment (required):

Vendor will see this comment in the payment report

Amount (required):

Submit

Create Return/Refund Reason Comment

- Select a reason -

Submit

Customer Service Feedback

Shipment Tracking (Edi 214 / Easypost)

Event Id	Event Time	Carrier	Houzz Definition	[AT701] Shipment Status Code	[AT702] Shipment Status	MAN02	Is Return	Tracking Number	Shipment Id	Location	Received Time	Job Id	Message
36135716	2020-09-21 14:43:10	UPS	Delivered	[D1] - delivered	[NS] - Normal Status		no	1Z39WY876898195224		THE DALLES, OR, US	2020-09-21 14:48:40		Delivered: Front Door
36124215	2020-09-21 09:34:35	UPS	Out For Delivery	[AM] - out_for_delivery	[NS] - Normal Status		no	1Z39WY876898195224		The Dalles, OR, US	2020-09-21 09:51:47		Out For Delivery Today
36118920	2020-09-21 06:51:18	UPS	Out For Delivery	[AM] - out_for_delivery	[NS] - Normal Status		no	1Z39WY876898195224		The Dalles, OR, US	2020-09-21 06:55:08		Loaded on Delivery Vehicle
36118919	2020-09-21 06:43:47	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		The Dalles, OR, US	2020-09-21 06:55:08		Destination Scan
35563707	2020-09-21 00:00:00	UPS	ETA	[AG] - est_delivery_date	[NS] - Normal Status		no	1Z39WY876898195224			2020-09-06 15:01:59		
36110432	2020-09-20 23:53:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		The Dalles, OR, US	2020-09-21 00:09:16		Arrived at Facility
36109304	2020-09-20 22:11:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Portland, OR, US	2020-09-20 22:34:11		Departed from Facility
36068409	2020-09-18 17:50:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Portland, OR, US	2020-09-18 22:32:48		Arrived at Facility

36008917	2020-09-17 09:18:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Hodgkins, IL, US	2020-09-17 15:01:39		Departed from Facility
35985376	2020-09-17 06:11:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Hodgkins, IL, US	2020-09-17 04:33:00		Arrived at Facility
35928871	2020-09-16 01:09:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Watertown, NY, US	2020-09-16 01:30:54		Departed from Facility
35928870	2020-09-16 00:01:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Watertown, NY, US	2020-09-16 01:30:54		Arrived at Facility
35928869	2020-09-15 20:34:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Plattsburgh, NY, US	2020-09-16 01:30:54		Departed from Facility
35914881	2020-09-15 15:13:33	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Plattsburgh, NY, US	2020-09-15 17:44:13		Import Scan
35897075	2020-09-15 11:49:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Lachine, QC, CA	2020-09-15 10:19:18		Departed from Facility
35914880	2020-09-15 08:40:00	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Plattsburgh, NY, US	2020-09-15 17:44:13		Arrived at Facility
35880086	2020-09-14 23:00:19	UPS	Shipment In Transit	[P1] - in_transit	[NS] - Normal Status		no	1Z39WY876898195224		Lachine, QC, CA	2020-09-15 01:45:12		Export Scan
35880085	2020-09-14 23:00:18	UPS	Picked up at Origin (Shipper)	[AY] - pick_up	[NS] - Normal Status		no	1Z39WY876898195224		Lachine, QC, CA	2020-09-15 01:45:12		Origin Scan
35563708	2020-09-06 17:53:13	UPS	Ready to Ship	[XB] - pre_transit	[NS] - Normal Status		no	1Z39WY876898195224		, CA	2020-09-06 15:01:59		Order Processed: Ready for UPS

| 35563688 | 2020-09-06 15:00:29 | | Tracker Created | - tracker_created | - Normal Status | | no | 1Z39WY876898195224 | | | 2020-09-06 15:00:29 | | |

Send Order Email:

This tool sends the customer's order email to the current session user.

Order Email Type (Required):

- Select a type -

Send Order Email