

From: Lucy Zumwinkle lzumwinkle@yahoo.com
Subject: Fwd: chat transcript
Date: March 21, 2021 at 4:14 PM
To: Aaron Kornblith aaronkornblith@gmail.com



Begin forwarded message:

From: customerservice@highlights.com
Subject: chat transcript
Date: February 22, 2021 at 8:56:40 AM PST
To: lzumwinkle@yahoo.com

Michele has joined the conversation

(08:41:28 AM) **(Michele) said :** Hello, my name is Michele. One moment while I review your information.

(08:42:11 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** Michele, you received my information on the last chat but I was cutoff. Please advise and cancel all accounts and remove balances on invoices. This has been incredibly disappointing how difficult it is to get people to assist me with this. Thank you

(08:42:30 AM) **(Michele) said :** Hello Lucy - I am talking to you on the other chat. Okay here is the information.

(08:42:33 AM) **(Michele) said :** I am sorry for any misunderstanding that has occurred regarding the several book club memberships

Our records indicate that we received a responses to one of our promotional mailings and it was processed when we received them. The original promotional materials included with the response form indicate that an introductory shipment will be sent that includes a several free items.

The promotions also state that a second book will be included to review on a trial basis. If you choose not to continue with the membership, it may be returned to us and all charges will be removed from the account. A prepaid label is available on our website, so there is no need to pay postage on the return. The free items are yours to keep.

As we have no record of receiving a cancellation request, we did not realize that it was not your intention to enroll in the club. As a result, we continued to send shipments in good faith in accordance with the details of the promotion.

(08:43:15 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I have called 3 times now about this. Please transfer me to a manager.

(08:44:03 AM) **(Michele) said :** I can assist you. All of the book clubs have been cancelled.

(08:44:06 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** In addition, now you are shipping things to my son's name at the same address. That needs cancellation too

(08:44:18 AM) **(Michele) said :** I am only letting you know we did originally receive your order.

(08:44:26 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I need to speak to a manager to cancel the balance on these invoices. This is ridiculous

(08:44:46 AM) **(Michele) said :** I can assist you with the balance.

(08:44:55 AM) **(Michele) said :** Please we can we together.

(08:45:12 AM) **(Michele) said :** Since you did not want the items - do you have any that could be sent back?

(08:46:31 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I can't tell what needs to be shipped back and what doesn't. Can I send you a photo of everything I have received and you tell me what to send and how to send it?

(08:46:58 AM) **(Michele) said :** Well - what we would want - if possible - would be any unopened packages.

(08:47:07 AM) **(Michele) said :** Do you have any unopened packages?

(08:47:40 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I have 4 unopened packages and I have 5 other invoices

(08:48:29 AM) **(Michele) said :** Ok. Good. I have 6 charges. Can you tell what 4 you have to send back?

(08:49:02 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I can't tell and I don't want to open these.

(08:50:13 AM) **(Michele) said :** Ok. What you can do is send back what you have not opened. Just write return to sender on the outside of the package and return for free through USPS. Once we receive them back we will credit your account.

(08:50:31 AM) **(Michele) said :** I will also make a note and credit the other two - you may keep those two with our compliments.

(08:50:49 AM) **(Michele) said :** My name is Michele & I am in the corporate office in Columbus Ohio.

(08:50:57 AM) **(Michele) said :** Does this sound acceptable?

(08:52:11 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** I really appreciate your help Michelle, especially after being unable to get anyone to help me after 3 calls. However, I am concerned about how I will know that you have received them back and that my account has been credited. In addition, how do I receive confirmation that all accounts have been canceled?

(08:53:07 AM) **(Michele) said :** I can give you my personal email. Give the packages a few weeks to come back and then reach out to me. I have made notes on your account, also our discussion via chat is recorded.

(08:53:21 AM) **(Michele) said :** My personal email is : michele.begley@highlights.com

(08:53:46 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** Thank you. Can you send me a copy of the chat at lzumwinkle@yahoo.com?

(08:54:16 AM) **(Michele) said :** Actually once you end the chat - it will ask if you want a copy - just say yes.

(08:54:39 AM) **(Lucy Kornblith PO Box 2214 OLYMPIC VLY, CA 96146-2214) said :** Okay thank you for your assistance

(08:55:20 AM) **(Michele) said :** You are welcome. Have a nice day.

