

**From:** "ReadingGlasses.com" <[REDACTED]>  
**To:** karynashuliak [REDACTED]  
**Subject:** [ReadingGlasses.com] Re: Order #599999  
**Date:** Thu, 18 Apr 2019 20:46:33 +0000

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##- Please type your reply above this line -##



**ReadingGlasses.com**

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Your request (22695) has been updated. To add additional comments, reply to this email.

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**Christine D** (ReadingGlasses.com)

Apr 18, 15:46 CDT

Hello Karyna,

Thank you for your reply. We will have your order shipped to your Florida address instead, but this change will not reflect on your shipping confirmation email since that is automated. I will send it via Fed-Ex 2 day air due to the volume of your order, so there is accurate tracking on it. Please let me know if you need any further assistance. We appreciate your understanding. Have a great day.

Thank you,

Christine D  
www.ReadingGlasses.com  
Customer Service Manager  
1-800-238-0904

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**karynashuliak**

Apr 18, 15:22 CDT

Dear Christine,

Please ship the entire order to the following address:



Attn. Karyna Shuliak

EFTA00553891

Thank you.

Karyna

On Apr 18, 2019, at 3:51 PM, ReadingGlasses.com

[REDACTED] wrote:

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**Christine D** (ReadingGlasses.com)

Apr 18, 14:51 CDT

Hello Karyna,

Thank you for your reply. Yes we can ship these high powers to any other state, but just not New York unless we have a prescription from your optometrist showing this is what you are requiring. Did you want the full order to ship to Florida? We do not have a way to split shipments on one order unfortunately. If you did want the 5 +2.25 pairs to still ship to NY we can have the 5 pairs in +3.50 power cancelled from this order, and refunded. You may then replace the order for these +3.50 power pairs to ship to Florida. Please let me know which works for you for further assistance. I apologize again for this inconvenience.

Thank you,

Christine D

[www.ReadingGlasses.com](http://www.ReadingGlasses.com)

Customer Service Manager

1-800-238-0904

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**karynashuliak**

Apr 18, 14:44 CDT

Dear Christine,

Can you ship +3.5 strength to the state of Florida instead?

Thank you,

Karyna

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**Christine D** (ReadingGlasses.com)

Apr 18, 13:45 CDT

Hello Karyna,

I was trying to reach you in reference to your order for glasses, and left you a voicemail message. Unfortunately, we are not able to ship anything higher than a +2.75 power to the state of New York without a doctor's prescription. I sincerely apologize for this inconvenience. Our site should not have allowed this item into your cart, and we are working on correcting this issue on our end. I was wanting to know if you would have a prescription from your Optometrist you can email me showing this +3.50 power is what you are needing for the 5 pairs of this power on your order? This would be the only way we can continue processing your order this way to New York. Please let me know at your earliest convenience. I can also be reached at 1-800-238-0904.

Thank you,

Christine D  
[www.ReadingGlasses.com](http://www.ReadingGlasses.com)  
Customer Service Manager  
1-800-238-0904

**FREE SHIPPING & FREE RETURNS. EVERY DAY.**



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EFTA00553893