



Kate 1:48 PM

Hi, a customer has chased their order of 9 (total) eyemax today. I tracked it ion the UPS system and it seems that "All merchandise is missing and the empty carton was discarded. UPS will notify the sender". This is the first we have heard of this. I have contacted UPS. Cathy advises that I ask you if we should so a FOC replacement order or a normal order for this? Thank you



Helen.lamb Admin 4:50 PM

[REDACTED]. Yes do foc order and can you let me know number so I can credit the goods free of charge lost in post.